OFFICEJET PRO 8000

User Guide

A809

WHAT DO YOU HAVE TO SAY?

HP Officejet Pro 8000 (A809) Printer Series

User Guide

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Safety information

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

1. Read and understand all instructions in the documentation that comes with the device.

2. Observe all warnings and instructions marked on the product.

3. Unplug this product from wall outlets before cleaning.

4. Do not install or use this product near water, or when you are wet.

5. Install the product securely on a stable surface.

6. Install the product in a protected location where no one can step on or trip over the line cord, and the line cord cannot be damaged.

7. If the product does not operate normally, see Maintain and troubleshoot.

8. There are no user-serviceable parts inside. Refer servicing to qualified service personnel.

9. Use only the external power adaptor/battery provided with the device.

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1 Get started

This guide provides details about how to use the device and to resolve problems.

- Find other resources for the product
- Find the device model number
- Accessibility
- Understand the device parts
- Connection information
- Turn off the device
- Eco-Tips

Find other resources for the product

You can obtain product information and further troubleshooting resources that are not included in this guide from the following resources:

Resource	Description	Location
Setup poster	Provides illustrated setup information.	A printed version of this document is provided with the device, it is also available on the HP Web site www.hp.com/support.
Readme file and release notes	Provide late-breaking information and troubleshooting tips.	Included on the Starter CD.
Wireless Getting Started Guide (some models only)	Provides instructions for setting up the device's wireless function.	A printed version of the document is provided with the device.
Device management tools (network connection)	Allows you to view status information, change settings, and manage the device. For more information, see Embedded Web server.	Available from a connected computer.
HP Toolbox (Microsoft® Windows®)	Provides information about printhead health and access to maintenance services. For more information, see HP Toolbox (Windows).	Typically installed with the device software.
HP Printer Utility (Mac OS X)	Contains tools to configure print settings, calibrate the device, clean the printheads, print the configuration page, and find support information from the Web site. For more information, see HP Printer Utility (Mac OS X).	Typically installed with the device software.

(continued)

Resource	Description	Location
Control panel	Provides status, error, and warning information about operations.	For more information, see Control panel.
Logs and reports	Provides information about events that have occurred.	For more information, see Monitor the device.

Configuration page	• Device information:
	  ◦ Product name
	  ◦ Model number
	  ◦ Serial number
	  ◦ Firmware version number
	• Accessories installed (for example, Tray 2)
	• Number of pages printed from the trays and accessories
	• Printing supply status
		For more information, see Understand the self-test diagnostic page.

Print quality diagnostic page	Diagnoses issues affecting print quality and helps you decide whether to run any maintenance services to improve the print quality of your printouts.	For more information, see To print the print quality diagnostic page.
HP Web sites	Provide the latest printer software, and product and support information.	www.hp.com/support www.hp.com
HP telephone support	Lists information to contact HP.	For more information, see Obtain HP telephone support.
HP Solution Center (Windows)	Allows you to change device settings, order supplies, start, and access the onscreen Help. Depending on the devices you have installed, the HP Solution Center provides additional features, such as access to the HP photo and imaging software and the Fax Setup Wizard. For more information, see Use the HP Solution Center (Windows).	Typically installed with the device software.

Find the device model number

In addition to the model name that appears on the front of the device, this device has a specific model number. You can use this number to help determine which supplies or accessories are available for your product, as well as when obtaining support.

The model number is printed on a label located inside the device, near the ink cartridges area.

Accessibility

The device provides a number of features that make it accessible for people with disabilities.

Visual

The device software is accessible for users with visual impairments or low vision through the use of your operating-system's accessibility options and features. It also supports most assistive technology such as screen readers, Braille readers, and voice-to-text applications. For users who are color blind, colored buttons and tabs used in the software and on the control panel have simple text or icon labels that convey the appropriate action.

Mobility

For users with mobility impairments, the device software functions can be executed through keyboard commands. The software also supports Windows accessibility options such as StickyKeys, ToggleKeys, FilterKeys, and MouseKeys. The device doors, buttons, paper trays, and paper guides can be operated by users with limited strength and reach.

Support

For more details about the accessibility of this product and HP's commitment to product accessibility, visit HP's Web site at www.hp.com/accessibility.

For accessibility information for Mac OS X, visit the Apple Web site at www.apple.com/accessibility.

Understand the device parts

- Front view
- Control panel
- Back view

Front view

1	Control panel
2	Output tray
3	Tray 1
4	Width guides
5	Ink cartridge door
6	Ink cartridges
7	Printhead latch
8	Printheads
9	Tray 2 (Tray 2 is sold as an accessory. For ordering information, see Accessories.)

Control panel

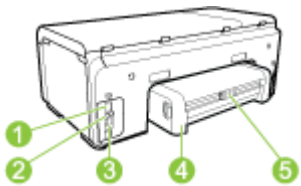
For more information about interpreting control-panel lights, see Control-panel lights reference.

1	Ink cartridge lights
2	Printhead lights

(continued)

	NOTE: The printhead lights are only visible when a printhead needs attention.
3	**Network** button (available with some models) **Wireless** button (available with some models)
4	**Cancel** button
5	**Resume** button and light
6	**Power** button and light

Back view



1	Power input
2	Ethernet network port
3	Rear universal serial bus (USB) port
4	Automatic two-sided printing accessory (duplexer)
5	Duplex rear access door latch

Connection information

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
USB connection	One computer connected with a USB cable to the rear USB 2.0 high-speed port on the device.	All features are supported.	Follow the setup poster guide for detailed instructions.
Ethernet (wired) connection	Up to five computers connected to the device using a hub or router.	All features are supported.	Follow the instructions in the getting started guide, and then see To share the device on a locally shared network in this guide for further instructions.

Description	Recommended number of connected computers for best performance	Supported software features	Setup instructions
Printer sharing	Up to five computers. The host computer must be turned on at all times, or the other computers cannot print to the device.	All features resident on the host computer are supported. Only print is supported from the other computers.	Follow the instructions in To share the device on a locally shared network.
802.11 wireless (some models only)	Up to five computers connected to the device using a hub or router.	All features are supported.	Follow the instructions in Set up the device for wireless communication (some models only).

Turn off the device

Turn off the HP product by pressing the **Power** button located on the product. Wait until the Power light turns off before unplugging the power cord or turning off a power source. If you improperly turn off the HP product, the print carriage might not return to the correct position, which might cause problems with the printheads and print quality issues.

Eco-Tips

HP is committed to helping customers reduce their environmental footprint. HP has provided the Eco-Tips below to help you focus on ways to assess and reduce the impact of your printing choices. In addition to specific features in this product, please visit the HP Eco Solutions website for more information on HP's environmental initiatives.

www.hp.com/hpinfo/globalcitizenship/environment/

- **Duplex printing**: Use **Paper-saving Printing** to print two-sided documents with multiple pages on same sheet to reduce paper usage. For more information, see Print on both sides (duplexing).
- **Smart Web printing**: The HP Smart Web Printing interface includes a **Clip Book** and **Edit Clips** window where you can store, organize, or print clips you have gathered from the Web. For more information, see Print a Web page (Windows only).
- **Energy Savings Information**: To determine the ENERGY STAR® qualification status for this product, see Power consumption.
- **Recycled Materials**: For more information regarding recycling of HP products, please visit:
  www.hp.com/hpinfo/globalcitizenship/environment/recycle/

2 Install the accessories

This section contains the following topics:

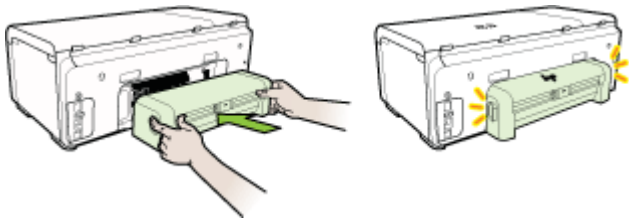
- Install the duplexer
- Install Tray 2
- Turn on accessories in the printer driver

Install the duplexer

You can print on both sides of a sheet of paper automatically. For information on using the duplexer, see Print on both sides (duplexing).

To install the duplexer

▲ Slide the duplexer into the device until the unit locks into place. Do not press the buttons on either side of the duplexer when installing the unit; use them only for removing the unit from the device.



Install Tray 2

NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

Tray 2 can hold up to 250 sheets of plain paper.

To install Tray 2

1. Unpack the tray, remove the packing tapes and materials, and move the tray to the prepared location. The surface must be sturdy and level.
2. Turn off the device, and disconnect the power cord.
3. Set the device on top of the tray.

   CAUTION: Be careful to keep your fingers and hands clear of the bottom of the device.
4. Connect the power cord and turn on the device.
5. Enable Tray 2 in the printer driver. For more information, see Turn on accessories in the printer driver.

Turn on accessories in the printer driver

- To turn on accessories on Windows computers
- To turn on accessories on Macintosh computers

To turn on accessories on Windows computers

After you install the device software on Windows computers, Tray 2 must be turned on in the print driver in order for it to work with the device. (The duplexer does not need to be turned on.)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the icon for the preferred printer driver, and then click **Properties**.
3. Select one of these tabs: **Configure**, **Device Settings**, or **Device Options**. (The name of the tab depends on the printer driver and the operating system.)
4. On the selected tab, click the accessory that you want to turn on, click **Installed** from the drop-down menu, and then click **OK**.

To turn on accessories on Macintosh computers

Mac OS X automatically turns on all accessories in the printer driver when you install the device software. If you add a new accessory later, follow these steps:

Mac OS X (v10.4)

1. Double-click **Macintosh HD**, double-click **Applications**, double-click **Utilities**, and then double-click **Printer Setup Utility**.
2. On the **Printer List** window, click once on the device you want to set up to select it.
3. From the **Printers** menu, select **Show info**.
4. Click the **Names and Location** drop-down menu and select **Installable Options**.
5. Check the accessory that you want to turn on.
6. Click **Apply Changes**.

Mac OS X (v10.5)

1. Open the **System Preferences** and then select **Print & Fax**.
2. Click **Options & Supplies**.
3. Click the **Driver** tab.
4. Select the options you want to install, and then click **OK**.

3 Use the device

This section contains the following topics:

- Select print media
- Load media
- Configure trays
- Change print settings
- Print on both sides (duplexing)
- Print on special and custom-sized media
- Print borderless
- Print a Web page (Windows only)
- Cancel a print job

Select print media

The device is designed to work well with most types of office media. It is best to test a variety of print media types before buying large quantities. Use HP media for optimum print quality. Visit the HP Web site at www.hp.com for more information about HP media.

FASTER DRYING BOLDER BLACKS ColorLok TECHNOLOGY VIVID COLORS™	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks & dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

This section contains the following topics:

- Recommended papers for printing
- Tips for selecting and using print media
- Understand specifications for supported media
- Set minimum margins

Recommended papers for printing

If you want the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing.

Depending on your country/region, some of these papers might not be available.

HP Brochure Paper HP Superior Inkjet Paper	These papers are glossy-coated or matte-coated on both sides for two-sided use. They are the perfect choice for near-photographic reproductions and business graphics for report covers, special presentations, brochures, mailers, and calendars.
HP Bright White Inkjet Paper	HP Bright White Inkjet Paper delivers high-contrast colors and sharp text. It is opaque enough for two-sided color usage with no show-through, which makes it ideal for newsletters, reports, and flyers. It features ColorLok Technology for less smearing, bolder blacks and vivid colors.
HP Printing Paper	HP Printing Paper is a high-quality multifunction paper. It produces documents that look and feel more substantial than documents printed on standard multipurpose or copy paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Office Paper	HP Office Paper is a high-quality multifunction paper. It is suitable for copies, drafts, memos and other everyday documents. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents
HP Multipurpose Paper	HP Multipurpose Paper is a high-quality multifunction paper. It features ColorLok Technology for less smearing, bolder blacks and vivid colors. It is acid-free for longer lasting documents.
HP Premium Presentation Paper HP Professional Paper	These papers are heavy two-sided matte papers perfect for presentation, proposals, reports and newsletters. They are heavyweight for an impressive look and feel.
HP Premium Inkjet Transparency Film	HP Premium Inkjet Transparency Film makes your color presentations vivid and even more impressive. This film is easy to use and handle and dries quickly without smudging.
HP Advanced Photo Paper	This thick photo paper features an instant-dry finish for easy handling without smudging. It resists water, smears, fingerprints, and humidity. Your prints have a look and feel comparable to a store processed photo. It is available in several sizes, including A4, 8.5 x 11 inch, 10 x 15 cm (4 x 6 inch), 13 x 18 cm (5 x 7 inch) and two finishes – glossy or soft gloss (satin matte). It is acid-free for longer lasting documents.
HP Everyday Photo Paper	Print colorful, everyday snapshots at a low cost, using paper designed for casual photo printing. This affordable, photo paper dries quickly for easy handling. Get sharp, crisp images when you use this paper with any inkjet printer. Available in matte finish in 8.5 x 11 inch, A4, and 10 x 15 cm (4 x 6 inch). It is acid-free for longer lasting documents.

To order HP papers and other supplies, go to www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

NOTE: At this time, some portions of the HP Web site are available in English only.

HP Photo Value Packs:

HP Photo Value Packs conveniently package Original HP ink cartridges and HP Advanced Photo Paper to save you time and take the guesswork out of printing

affordable professional photos with your HP printer. Original HP inks and HP Advanced Photo Paper have been designed to work together so your photos are long lasting and vivid, print after print. Great for printing out an entire vacation's worth of photos or multiple prints to share.

Tips for selecting and using print media

For the best results, observe the following guidelines:

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Load only one type of media at a time into a tray. If you place a special media on top of a plain media, then you may end up with a paper jam or an incorrect print.
- For Tray 1 and Tray 2, load media print-side down, aligned against the back of the tray. Center the media in the input tray, and adjust the paper-width guides. For more information, see Load media.

  NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

- Tray 2 is designed to hold only plain paper.
- Do not overload the trays. For more information, see Understand specifications for supported media. HP recommends loading special media no higher than 2/3 full.
- To prevent jams, poor print quality, and other printing problems, avoid the following media:
  - Multipart forms
  - Media that is damaged, curled, or wrinkled
  - Media with cutouts or perforations
  - Media that is heavily textured, embossed, or does not accept ink well
  - Media that is too lightweight or stretches easily

Cards and envelopes

- Avoid envelopes that have a very slick finish, self-stick adhesives, clasps, or windows. Also, avoid cards and envelopes with thick, irregular, or curled edges, or areas that are wrinkled, torn, or otherwise damaged.
- Use tightly constructed envelopes, and make sure the folds are sharply creased.
- Load envelopes with the flaps facing up and to the right or the back of the device.

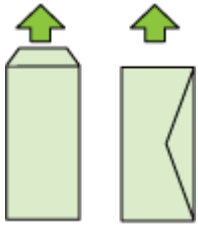


Photo media

- Use the **Best** mode to print photographs. Note that in this mode, printing takes longer and more memory is required from your computer.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Transparencies

- Insert transparencies with the rough side down and the adhesive strip pointing towards the back of the device.
- Remove each sheet as it prints and set it aside to dry. Allowing wet media to stack up may cause smearing.

Custom-sized media

- Use only custom-sized media that is supported by the device.
- If your application supports custom-sized media, set the media size in the application before printing the document. If not, set the size in the printer driver. You might need to reformat existing documents to print them correctly on custom-sized media.

Understand specifications for supported media

Use the Understand supported sizes and Understand supported media types and weights tables to determine the correct media to use with your device, and determine what features will work with your media.

Always use the correct media-type settings in the printer driver, and configure the trays for the correct media type. HP recommends testing any paper before buying it in large quantities.

- Understand supported sizes
- Understand supported media types and weights

Understand supported sizes

NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

Media size	Tray 1	Tray 2	Duplexer
Standard media sizes			
U.S. Letter (216 x 279 mm; 8.5 x 11 inches)	✔	✔	✔
8.5 x 13 inches (216 x 330 mm)	✔	✔	
U.S. Legal (216 x 356 mm; 8.5 x 14 inches)	✔	✔	
A4 (210 x 297 mm; 8.3 x 11.7 inches)	✔	✔	✔
U.S. Executive (184 x 267 mm; 7.25 x 10.5 inches)	✔	✔	✔

(continued)

Media size	Tray 1	Tray 2	Duplexer
U.S. Statement (140 x 216 mm; 5.5 x 8.5 inches)	✓		
B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✓	✓	✓
A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓		✓
Borderless A4 (210 x 297 mm; 8.3 x 11.7 inches)	✓		
Borderless A5 (148 x 210 mm; 5.8 x 8.3 inches)	✓		
Borderless B5 (JIS) (182 x 257 mm; 7.17 x 10.12 inches)	✓		
Envelopes			
U.S. #10 Envelope (105 x 241 mm; 4.12 x 9.5 inches)	✓		
Monarch Envelope (98 x 191 mm; 3.88 x 7.5 inches)	✓		
Card Envelope (111 x 152 mm; 4.4 x 6 inches)	✓		
A2 Envelope (111 x 146 mm; 4.37 x 5.75 inches)	✓		
DL Envelope (110 x 220 mm; 4.3 x 8.7 inches)	✓		
C5 Envelope (162 x 229 mm; 6.4 x 9 inches)	✓		
C6 Envelope (114 x 162 mm; 4.5 x 6.4 inches)	✓		
Japanese Envelope Chou #3 (120 x 235 mm; 4.7 x 9.3 inches)	✓		
Japanese Envelope Chou #4 (90 x 205 mm; 3.5 x 8.1 inches)	✓		
Cards			
Index card (76.2 x 127 mm; 3 x 5 inches)	✓		
Index card (102 x 152 mm; 4 x 6 inches)	✓		✓
Index card (127 x 203 mm; 5 x 8 inches)	✓		✓
Index card (216 x 279 mm; 8.5 x 11 inches)	✓		✓
Hagaki* (100 x 148 mm; 3.9 x 5.8 inches)	✓		
Ofuku Hagaki (148 x 200 mm; 5.8 x 7.9 inches) *	✓		

(continued)

Media size	Tray 1	Tray 2	Duplexer
Photo media			
Photo media (76.2 x 127 mm; 3 x 5 inches)	✔		
Photo media (102 x 152 mm; 4 x 6 inches)	✔		
Photo media with tear-off tab (102 x 152 mm; 4 x 6 inches)	✔		
Borderless photo media (102 x 152 mm; 4 x 6 inches)	✔		
Borderless photo media (5 x 7 inches)	✔		
Borderless photo media (8.5 x 11 inches)	✔		
Other media			
Custom-sized media between 76.2 to 216 mm wide and 127 to 356 mm long (3 to 8.5 inches wide and 5 to 14 inches long)	✔		

* The device is compatible with plain and inkjet hagaki from Japan Post only. It is not compatible with photo hagaki from Japan Post.

Understand supported media types and weights

NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

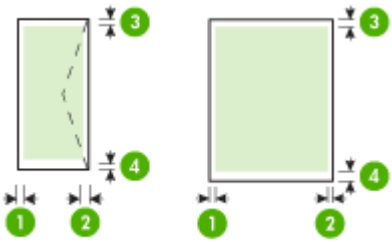
Tray	Type	Weight	Capacity
Tray 1	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1 inch stacked)
	Transparencies		Up to 70 sheets (17 mm or 0.67 inch stacked)
	Photo media	250 g/m^2 (66 lb bond)	Up to 100 sheets (17 mm or 0.67 inch stacked)
	Labels		Up to 100 sheets (17 mm or 0.67 inch stacked)
	Envelopes	75 to 90 g/m^2 (20 to 24 lb bond envelope)	Up to 30 sheets (17 mm or 0.67 inch stacked)
	Cards	Up to 200 g/m^2 (110 lb index)	Up to 80 cards

(continued)

Tray	Type	Weight	Capacity
Tray 2	Plain paper only	60 to 105 g/m^2 (16 to 28 lb bond)	Up to 250 sheets of plain paper (25 mm or 1.0 inch stacked)
Duplexer	Paper	60 to 105 g/m^2 (16 to 28 lb bond)	Not applicable
Output-bin	All supported media		Up to 150 sheets of plain paper (text printing)

Set minimum margins

The document margins must match (or exceed) these margin settings in portrait orientation.



Media	(1) Left margin	(2) Right margin	(3) Top margin	(4) Bottom margin
U.S. Letter U.S. Legal A4 U.S. Executive U.S. Statement 8.5 x 13 inches B5 A5 Cards Custom-sized media Photo media	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)
Envelopes	3.3 mm (0.13 inch)	3.3 mm (0.13 inch)	16.5 mm (0.65 inch)	16.5 mm (0.65 inch)

NOTE: If you are using the duplexer to print on both sides of the paper, the minimum top and bottom margins must match or exceed 12 mm (0.47 inch).

NOTE: For Mac OS X, the minimum bottom margin for all the media (except envelope, Hagaki, and Ofuku Hagaki) is 12 mm (0.47 inch).

Load media

This section provides instructions for loading media into the device.

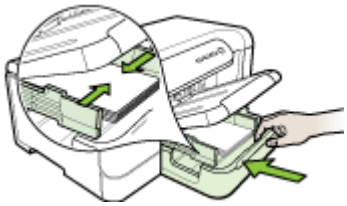
NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

To load Tray 1 (main tray)

1. Lift the output tray.

2. Slide the media guides out to the widest setting.
3. Insert the media print-side down in the center of the tray, make sure the media does not exceed the line marking in the tray. Slide the media guides towards the center until they touch the left and right sides of the media, and then gently push the paper stack to the back of the tray.

   NOTE: Do not load paper while the device is printing.



4. Lower the output tray.
5. Pull out the extension on the output tray.

NOTE: For media longer than 11 inches (279 mm), pull the extension out to the maximum extended position.

To load Tray 2

1. Pull the tray out of the device by grasping the front of the tray.

2. Slide the media guides out to the widest setting.
3. Insert the media print-side down in the center of the tray, make sure the media does not exceed the line marking in the tray. Slide the media guides towards the center until they touch the left and right sides of the media, and then gently push the paper stack to the back of the tray.

   NOTE: Do not load paper while the device is printing.

4. Gently reinsert the tray.
5. Pull out the extension on the output tray.

   NOTE: For media longer than 11 inches (279 mm), pull the extension out to the maximum extended position.

Configure trays

NOTE: Tray 2 is sold as an accessory. For ordering information, see Accessories.

To configure trays, you must have Tray 2 installed and turned on in the printer driver.

By default, the device draws media from Tray 1. If Tray 1 is empty, the device draws media from Tray 2 (if it is installed and loaded with media). You can change this default setting by using the following features:

- **Tray Lock:** Use this feature to protect special media such as letterhead or preprinted media from accidental use. If the device runs out of media while printing a document, it will not use media from a locked tray to complete the print job.
- **Default Tray:** Use this feature to determine the first tray from which the device draws media.

NOTE: To use the Tray Lock and Default Tray settings, you must select the automatic tray selection option in the device software. If the device is on a network and you set a Default Tray, the setting will affect all users of the device.

Tray 2 is designed to hold only plain paper.

The following table lists possible ways you can use the tray settings to meet your printing needs.

I want to...	Follow these steps
Load both trays with the same media, and have the device pick media from one tray if the other one is empty.	• Load media in Tray 1 and Tray 2. For more information, see Load media. • Make sure TrayLock is disabled.
Have both special media (such as transparencies or letterhead) and plain paper loaded in the trays.	• Load special media in Tray 1 and plain paper in Tray 2. • Make sure the default tray is set to Tray 2. • Make sure Tray Lock is set to Tray 1.
Load media in both trays but have the device pick media from a specific tray first.	• Load media in Tray 1 and Tray 2. • Make sure Default Tray is set to the appropriate tray.

To configure the trays

1. Make sure the device is turned on.
2. Perform one of the following:
   - **Embedded Web server:** Click the **Settings**, tab and click **Paper Handling** in the left panel.
   - **HP Toolbox (Windows):** Click the **Services**, tab and click **Paper Handling**.
   - **HP Printer Utility (Mac OS X):** Click **Trays Configuration** from the **Printer Settings** panel.
3. Change the desired tray setting, and then press **OK** or **Apply**.

Change print settings

You can change print settings (such as paper size or type) from an application or the printer driver. Changes made from an application take precedence over changes made from the printer driver. However, after the application is closed, the settings return to the defaults configured in the driver.

NOTE: To set print settings for all print jobs, make the changes in the printer driver.

For more information about the features of the Windows printer driver, see the online help for the driver. For more information about printing from a specific application, see the documentation that came with the application.

- To change settings from an application for current jobs (Windows)
- To change default settings for all future jobs (Windows)
- To change settings (Mac OS X)

To change settings from an application for current jobs (Windows)

1. Open the document that you want to print.
2. On the **File** menu, click **Print**, and then click **Setup**, **Properties**, or **Preferences**. (Specific options may vary depending on the application that you are using.)
3. Choose the printing shortcut that you want, and then click **OK**, **Print**, or a similar command.

To change default settings for all future jobs (Windows)

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.

   NOTE: If prompted, enter the computer administrator's password.
2. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
3. Change the settings that you want, and then click **OK**.

To change settings (Mac OS X)

1. On the **File** menu, click **Page Setup**.

   NOTE: In Mac OS X (v10.5), some applications do not have a **Page Setup** menu, it is part of the **Print** menu.
2. Change the settings that you want (such as paper size), and then click **OK**.
3. On the **File** menu, click **Print** to open the printer driver.
4. Change the settings that you want (such as media type), and then click **OK** or **Print**.

Print on both sides (duplexing)

You can print on both sides of a sheet of media, either automatically by using the automatic two-sided printing accessory (duplexer) or manually by turning the media over and feeding it into the device again.

- Guidelines for printing on both sides of a page
- Perform duplexing

Guidelines for printing on both sides of a page

- Always use media that conforms to the device specifications. For more information, see Understand specifications for supported media.
- Specify duplex options in your application or in the printer driver.
- Do not print on both sides of transparencies, envelopes, photo paper, glossy media, or paper lighter than 16 lb bond (60 g/m^2) or heavier than 28 lb bond (105 g/m^2). Jams might occur with these media types.
- Several kinds of media require a specific orientation when you print on both sides of a page, such as letterhead, preprinted paper, and paper with watermarks and prepunched holes. When you print from a computer running Windows, the device prints the first side of the media first. When you print from a computer using Mac OS X, the device prints the second side first. Load the media with the front side facing down.
- For auto-duplexing, when printing finishes on one side of the media, the device holds the media and pauses while the ink dries. Once the ink dries, the media is pulled back into the device and the second side is printed. When printing is complete, the media is dropped onto the output tray. Do not grab it before printing is complete.
- You can print on both sides of supported custom-sized media by turning the media over and feeding it into the device again. For more information, see Understand specifications for supported media.

Perform duplexing

NOTE: You can perform manual duplexing by first printing only the odd pages, flipping the pages over, and then printing only the even pages.

To print automatically on both sides of a page (Windows)

1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. With a document open, click **Print** on the **File** menu, and then select a printing shortcut.
4. Change any other settings, and then click **OK**.
5. Print your document.

To print automatically on both sides of a page (Mac OS X)

1. Load the appropriate media. For more information, see Guidelines for printing on both sides of a page and Load media.
2. Make sure the duplexer is properly installed. For more information, see Install the duplexer.
3. Verify that you are using the correct printer and page size in the **Page Setup**.
4. On the **File** menu, click **Print**.
5. Select **Copies and Pages** from the drop-down list.
6. Select the **Two-sided Printing** option.

7. Select the binding orientation by clicking the appropriate icon.
8. Change any other settings, and then click **Print**.

Print on special and custom-sized media

To print on special or custom-sized media (Windows)

1. Load the appropriate media. For more information, see Load media.
2. With a document open, click **Print** on the **File** menu, and then click **Setup**, **Properties**, or **Preferences**.
3. Click the **Features** tab.
4. Select the media size from the **Size** drop-down list. If you do not see the media size, create a custom media size.

   To set a custom media size

   a. Select **Custom** from the drop-down list.
   b. Type a name for the new custom size.
   c. In the **Width** and **Height** boxes, type the dimensions, and then click **Save**.
   d. Click **OK** twice to close the properties or preferences dialog box. Open the dialog box again.
   e. Select the new custom size.
5. Select the paper type in the **Paper type** drop-down list.
6. Select the media source from the **Paper source** drop-down list.
7. Change any other settings, and then click **OK**.
8. Print your document.

To print on special or custom-sized media (Mac OS X)

1. Load the appropriate media. For more information, see Load media.
2. On the **File** menu, click **Page Setup**.

   NOTE: Some Mac OS X 10.5 applications do not have a **Page Setup** menu, it is included in the **Print** menu.
3. Verify you have selected the HP device.
4. Select the media size.

   To set a custom media size:

   a. Click **Manage Custom Sizes** in the **Paper Size** pull-down menu.
   b. Click **New**, and type a name for the size in the **Paper Size Name** box.
   c. In the **Width** and **Height** boxes, type the dimensions and set the margins, if desired.
   d. Click **Done** or **OK**, and then click **Save**.
5. On the **File** menu, click **Page Setup**, and then select the new custom size.

   NOTE: Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

6. Click **OK**.
7. On the **File** menu, click **Print**.
8. Open the **Paper Handling** panel.
9. Under **Destination Paper Size**, click the **Scale to fit paper size** tab, and then select the customized paper size.
10. Change any other desired settings, and then click **OK** or **Print**.

Print borderless

Borderless printing lets you print to the edges of certain photo media types and a range of standard media sizes.

NOTE: Open the file in a software application and assign the image size. Make sure the size corresponds to the media size on which you are printing the image.

You can also gain access to this feature from the **Printing Shortcuts** tab (Windows only). Open the printer driver, select the **Printing Shortcuts** tab, and select the printing shortcut for this print job drop-down list.

- To print a borderless document (Windows)
- To print a borderless document (Mac OS X)

To print a borderless document (Windows)

1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. From the application, open the printer driver:
   a. Click **File**, and then click **Print**.
   b. Click **Properties, Setup**, or **Preferences**.
4. Select the print settings shortcut you want to use.
5. Change any other print settings, and then click **OK**.
6. Print the document.
7. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

To print a borderless document (Mac OS X)

1. Load the appropriate media. For more information, see Load media.
2. Open the file that you want to print.
3. Click **File**, and then click **Page Setup**.

   NOTE: Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

4. Select the borderless media size, and then click **OK**.
5. Click **File**, and then click **Print**.
6. Open the **Paper Type/Quality** panel.
7. Click the **Paper tab**, and then select the media type from the **Paper type** drop-down list.

8. Check the **Borderless Printing** tab and make sure **Borderless** is selected, and change the **Borderless Expansion** if you want.
9. If you are printing photos, select **Best** from the **Quality** drop-down list. Alternatively, select **Maximum** dpi, which provides up to 4800 x 1200 optimized dpi*.

   *Up to 4800 x 1200 optimized dpi for color printing and 1200 input dpi. This setting might temporarily use a large amount of hard disk space (400 MB or more) and will print more slowly.
10. Select the media source.
11. Change any other print settings, and then click **Print**.
12. If you printed on photo media with a tear-off tab, remove the tab to make the document completely borderless.

Print a Web page (Windows only)

You can print a Web page from your Web browser on the HP Printer.

If you use Internet Explorer 6.0 or higher for Web browsing, you can use **HP Smart Web Printing** to ensure simple, predictable web printing with control over what you want and how you want it printed. You can access **HP Smart Web Printing** from the toolbar in Internet Explorer. For more information about **HP Smart Web Printing**, see the help file provided with it.

To print a Web page

1. Make sure you have paper loaded in the main input tray.
2. On the **File** menu in your Web browser, click **Print**.

   TIP: For best results, select **HP Smart Web Printing** from the **File** menu. A check mark appears when it is selected.

   The **Print** dialog box appears.
3. Make sure the product is the selected printer.
4. If your Web browser supports it, select the items on the Web page that you want to include in the printout.

   For example, in Internet Explorer, click the **Options** tab to select options such as **As laid out on screen**, **Only the selected frame**, and **Print all linked documents**.
5. Click **Print** or **OK** to print the Web page.

TIP: To print Web pages correctly, you might need to set your print orientation to **Landscape**.

Cancel a print job

You can cancel a print job using one of the following methods:

Control panel: Press ✕ **Cancel** button. This clears the job that the device is currently processing. It does not affect jobs waiting to be processed.

Windows: Double-click the printer icon that appears in the lower-right corner of the computer screen. Select the print job, and then press the **Delete** key on the keyboard.

Mac OS X: Click the printer icon in the Dock, select the document, and then click **Delete**.

4 Configure and manage

This section is intended for the administrator or individual who is responsible for managing the device. This section contains information about the following topics:

- Manage the device
- Use device management tools
- Understand the self-test diagnostic page
- Understand the network configuration or wireless (some models only) status report
- Configure the device (Windows)
- Configure the device (Mac OS X)
- Set up the device for wireless communication (some models only)
- Uninstall and reinstall the software

Manage the device

The following table lists common tools that you can use to manage the device. Specific procedures might include other methods. For information about accessing and using the tools, see Use device management tools.

NOTE: Mac OS X users can use the control panel, the embedded Web server, and the HP Printer Utility. Windows users can use the control panel, the embedded Web server, the printer driver, the HP Toolbox, and myPrintMileage.

For more information about myPrintMileage, visit the myPrintMileage Web site.

Windows

- Device control panel
- Printer driver
- HP Toolbox
- Embedded Web server

Mac OS X

- Device control panel
- HP Printer Utility
- Embedded Web server

This section contains the following topics:

- Monitor the device
- Administer the device

Monitor the device

This section provides instructions for monitoring the device.

Use this tool...	to obtain the following information....
Control panel	Press and hold for three seconds the ✕ **Cancel** button to obtain information about the status of jobs that are being process, the operating statys of the device, the status of ink cartridges and printheads, and the network configuration page.
Embedded Web server	• **Printer status information:** Click the **Information** tab, and then click an option available on the left pane. • **Ink cartridge and printhead status:** Click the **Information** tab, and then click **Ink Supplies** in the left pane.* • **Accumulated ink and media usage:** Click the **Information** tab, and then click **Usage Report** in the left pane. The device may display an approximation of the number of pages that can be printed with the existing supplies. This is only an approximation and the actual number of pages you can print may vary depending upon the images printed, print settings, paper type, frequency of use, temperature, and other factors. The approximation might change dramatically from printed page to printed page and is provided by HP for customer convenience. The approximation is not a promise or guarantee of future yield. • **Usage tracking**: Click **Settings**, and then select **Usage Tracking**
HP Toolbox (Windows)	**Ink cartridge information:** Click the **Estimated Ink Levels** tab to view the ink-level information, and then scroll to display the **Cartridge Details** button. Click the **Cartridge Details** button to view information about replacement ink cartridges and expiration dates.*
Network Toolbox	View network settings. From the Toolbox, click the **Network Settings** tab.
HP Printer Utility (Mac OS X)	**Ink cartridge information:** Open the **Information and Support** panel, and click **Supplies Status**.*

* Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

Administer the device

This section provides information about administering the device and modifying settings.

Use this tool...	to do the following...
Control panel	**Reset the administrator password and network settings:** Press and hold the **Power** button, press **Network** button, (on some models, press the **Wireless** button), two times, press the press the **Cancel** button three times, and release the **Power** button. For more information, see Troubleshooting tips and resources.
Embedded Web server	• **Set embedded Web server password:** Click the **Settings** tab, and then click **Security** in the left pane. • **Change tray settings:** Click the **Settings** tab, and then click **Paper Handling** in the left pane. • **Perform device maintenance tasks:** Click the **Settings** tab, and then click **Device Services** in the left pane. • **Language or country/region:** Click the **Settings** tab, and then click **International** in the left pane. • **Configure network settings:** Click the **Networking** tab, and then click an option in the left pane. • **Order supplies:** On any tab, click the **Order Supplies** button, and then follow the onscreen instructions. • **Support:** On any tab, click the **Support** button, and then select a support option. • **Configure e-mail alerts**: Click the **Settings** tab, and then click **Alerts** in the left pane.
Toolbox (Windows)	• **Change tray settings:** Click **Paper Handling** on the **Services** tab. • **Perform device maintenance tasks:** Click the **Services** tab.
Network Toolbox	View and change network settings. From the HP Toolbox, click the **Network Settings** tab. To change settings, click the **Change Settings** button.
HP Printer Utility (Mac OS X)	• **Change tray settings:** Click **Paper Handling** from the **Printer Settings** panel. • **Perform device maintenance tasks:** Open the **Information and Support** panel, and then click the option for the task that you want to perform.

Use device management tools

The following lists common tools that can be used to manage the device.

- Embedded Web server
- HP Toolbox (Windows)
- Use the HP Solution Center (Windows)
- HP Printer Utility (Mac OS X)

Embedded Web server

When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage it from your computer.

NOTE: For a list of system requirements for the embedded Web server, see Embedded Web server specifications.

Some settings might be restricted by the requirement for a password.

You can open and use the embedded Web server without being connected to the Internet; however, some features will not be available.

The embedded Web server (EWS) places a very small text file (cookies) on your hard drive when you are browsing. These files let the EWS recognize your computer the next time you visit. For example, if you have configured the EWS language, a cookie helps remember which language you have selected so that the next time you open the EWS, the pages are displayed in that language. Though some cookies are cleared at the end of each session (such as the cookie that stores the selected language), others (such as the cookie that stores customer-specific preferences) are stored on the computer until you clear them manually.

You can configure your browser to accept all cookies, or you can configure it to alert you every time a cookie is offered, which allows you to decide on a cookie-by-cookie basis which cookies to accept or refuse. You can also use your browser to remove unwanted cookies.

NOTE: Depending on your device, if you chose to disable cookies, you will disable one or more of the following features:

- Remembering the EWS browser language setting
- Automatically refreshing the existing page
- Starting where you left the application (especially useful when using setup wizards)
- Preventing other users from modifying the same settings while you are making changes

For information about how to change your privacy and cookie settings and how to view or delete cookies, see the documentation available with your Web browser.

- To open the embedded Web server
- Embedded Web server pages

To open the embedded Web server

You can open the embedded Web server by using these methods:

NOTE: To open the embedded Web server from the printer driver (Windows), or the HP Printer Utility (Mac OS X), the device must be on a network and must have an IP address.

When you open the embedded Web server, you might receive an invalid certificate message. Accept the link to enter the EWS.

- **Web browser:** In a supported Web browser on your computer, type the IP address or hostname that has been assigned to the device.
  For example, if you are using an IPv4 network environment and the IP address is 123.123.123.123, type the following address into the Web browser: `http://123.123.123.123`. If you are using an IPv6-only network environment and the IP address is FE80::BA:D0FF:FE39:73E7, type the following address into the Web browser: `http://[FE80::BA:D0FF:FE39:73E7]`.
  The IP address and hostname for the device are listed on the network or wireless (some models only) status report. For more information, see Understand the network configuration or wireless (some models only) status report.
  After opening the embedded Web server, you can bookmark it so that you can return to it quickly in the future.
- **Windows taskbar**: Right-click the HP Digital Imaging Monitor icon, point to the device you wish to view, and then click **Network Settings (EWS)**.
- **Windows Vista**: Right-click the printer icon, and then select **Device Web Page**.
- **HP Printer Utility (Mac OS X):** On the **Printer Settings** panel, click **Additional Settings**, and then click the **Open Embedded Web Server** button.

Embedded Web server pages

The embedded Web server contains pages that you can use to view product information and change device settings. The pages also contain links to other e-services.

Pages/buttons	Contents
Information page	Shows status information about the device, its ink supplies and usage, and a log of device events (such as errors). The device might display an approximation of the number of pages that can be printed with the existing supplies. This is only an approximation and the actual number of pages you can print might vary depending upon the images printed, print settings, paper type, frequency of use, temperature, and other factors. The approximation might change dramatically from printed page to printed page and is provided by HP for customer convenience. The approximation is not a promise or guarantee of future yield.
Settings page	Shows the settings that have been configured for the device and gives you the ability to change these settings.

(continued)

Pages/buttons	Contents
Networking page	Shows network status and the network settings that have been configured for the device. These pages only appear if the device is connected to a network.
Support and **Order Supplies** buttons	**Support** provides a number of support services. **Order Supplies** connects you to online ordering of supplies.

HP Toolbox (Windows)

The HP Toolbox provides maintenance information about the device.

NOTE: The HP Toolbox can be installed from the Starter CD by selecting the full installation option if the computer meets the system requirements.

This section contains the following topics:

- Open the HP Toolbox
- HP Toolbox tabs
- Network Toolbox

Open the HP Toolbox

- From the HP Solution Center, click the **Settings** menu, point to **Print Settings**, and then click **Printer Toolbox**.
- Right-click the HP Digital Imaging Monitor in the taskbar, point to **Printer Model Name**, and then click **Display Printer Toolbox**.

HP Toolbox tabs

The HP Toolbox contains the following tabs.

Tabs	Contents
Estimated Ink Level	• **Ink Level Information:** Shows estimated ink level for each cartridge. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so. • **Shop Online:** Provides access to a Web site from which you can order printing supplies for the device online. • **Dial a cartridge:** Shows telephone numbers that you can call to order supplies for the device. Telephone numbers are not available for all countries/regions. • **Cartridge Details:** Shows order numbers of the installed ink cartridges.
Information	• MyPrintMileage • Printhead health • Hardware Info
Services	• **Print Diagnostic Page:** Allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see Understand the self-test diagnostic page. • **Print a Print Quality Diagnostic Page:** Allows you to print the print-quality diagnostic report of the device. This page contains information about the device and ink cartridges. • **Align Printheads:** Guides you through aligning the printheads. For more information, see To align the printheads. • **Clean Printheads:** Guides you through cleaning the printheads. For more information, see To clean the printheads. • **Calibrate color:** Allows you to calibrate the colors that are printed.
Network Settings	Gives information on the network settings. Also, includes a button that allows you to open the Network Toolbox and change some network settings.

Network Toolbox

The Network Toolbox allows you to view and change some network settings. You can change the IP address, turn the wireless radio on or off (some models only), perform tests, and print reports.

To open the Network Toolbox

1. Open the HP Toolbox.
2. Click the **Network Settings** tab.
3. Click the **Change Settings...** button.
4. Do one of the following:
   a. To change wired network settings, click **Wired Settings**.
   b. To change wireless settings, click **Wireless Settings** (some models only).
   c. To print reports or run a diagnostic test, click **Utilities**.

Use the HP Solution Center (Windows)

Use the HP Solution Center to change print settings, order supplies, and access the onscreen Help.

The features available in the HP Solution Center vary depending on the devices you have installed. The HP Solution Center is customized to show icons that are associated with the selected device. If the selected device is not equipped with a particular feature, then the icon for that feature does not appear in the HP Solution Center.

To open the HP Solution Center

▲ Double-click the HP Digital Imaging Monitor in the taskbar.

HP Printer Utility (Mac OS X)

The HP Printer Utility contains tools to configure print settings, calibrate the device, clean the printheads, print the configuration page, order supplies online, and find Web site support information.

- Open the HP Printer Utility
- HP Printer Utility panels
- Use the HP Device Manager

Open the HP Printer Utility

To open the HP Printer Utility from the HP Device Manager

1. Click on the **HP Device Manager** listed in the Dock.
2. Select **Maintain printer** from the **Information and Settings** menu.
3. Select the HP device, and click **Launch Utility**.

HP Printer Utility panels

This section covers the following topics:

- Information and Support panel
- Printer Settings panel

Information and Support panel

- **Supplies Status:** Shows the information about currently installed printheads and ink cartridges.
- **Supply Info:** Shows the ink cartridge replacement options.
- **Device Information:** Displays information about the model and serial number. Also allows you to print the self-test diagnostic page of the device. This page contains information about the device and the supplies. For more information, see Understand the self-test diagnostic page.
- **Print Quality Diagnostics:** Allows you to diagnose issues affecting the print quality of the device. For more information, see To print the print quality diagnostic page.
- **Clean:** Guides you through cleaning the printheads. For more information, see To clean the printheads.
- **Align:** Guides you through aligning the printheads. For more information, see To align the printheads.
- **Calibrate Linefeed:** Allows you to perform linefeed calibration. For more information, see To calibrate the linefeed.
- **Control Panel Language**: Allows you to set the language used to print reports such as the configuration page.
- **HP Support:** Gain access to the HP Web site, where you can find support for the device, register the device, and find information about returning and recycling used printing supplies.

Printer Settings panel

- **Trays Configuration:** Set the default media type and size for a tray, and set the tray priority. For more information, see Configure trays.
- **Additional Settings:** Launch the embedded Web server to change network settings. Configure IP settings for network connectivity.

Use the HP Device Manager

To open the HP Photosmart Studio software on a Macintosh computer

1. Click the HP Photosmart Studio icon in the Dock.
   The HP Photosmart Studio window appears.
2. In the HP Photosmart Studio task bar, click **Devices**.
   The HP Device Manager window appears.
3. Select the device from the **Device** drop-down menu.

NOTE: On a Macintosh computer, the features available in the HP Photosmart Studio software vary depending on the selected device.

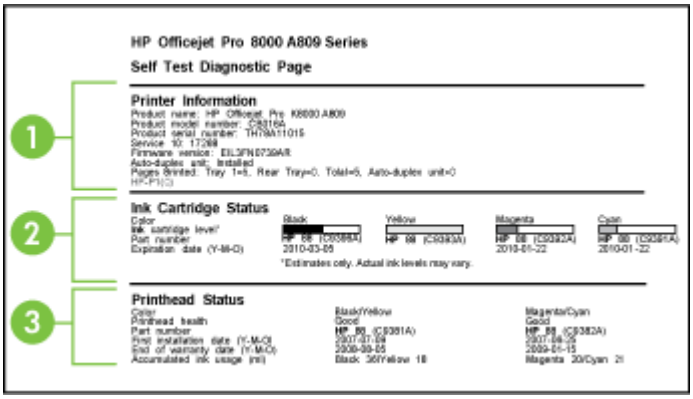
Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

TIP: When the HP Photosmart Studio software is opened, you can gain access to the Dock menu shortcuts by selecting and holding the mouse button over the HP Photosmart Studio icon in the Dock.

Understand the self-test diagnostic page

Use the self-test diagnostic page to view current device information, ink cartridge status, and printhead health status; to help troubleshoot problems; and to verify installation of optional accessories, such as Tray 2.

If you need to call HP, it is often useful to print the self-test diagnostic page before calling.



1. **Printer Information:** Shows device information (such as the product name, model number, serial number, and firmware version number), the accessories that are installed (such as the duplexer), and the number of pages printed from the trays and accessories.
2. **Ink Cartridge Status:** Shows the estimated ink levels (represented in graphical form as gauges) and the part numbers and expiration dates of the ink cartridges.

   NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

3. **Printhead Status:** Shows the status of the printhead health and the part numbers, first-installation dates, and end-of-warranty dates of the printheads, as well as the accumulated ink usage. The status options for the printhead are: good, fair, and replace. If the status is fair, then the print quality must be monitored, but the printhead does not need to replaced. If the status is replace, then the printhead should be replaced, as the device will not function until it is.

To print the self-test diagnostic page

- **Control panel:** Press and hold the ✕ **Cancel** button for 3 seconds.

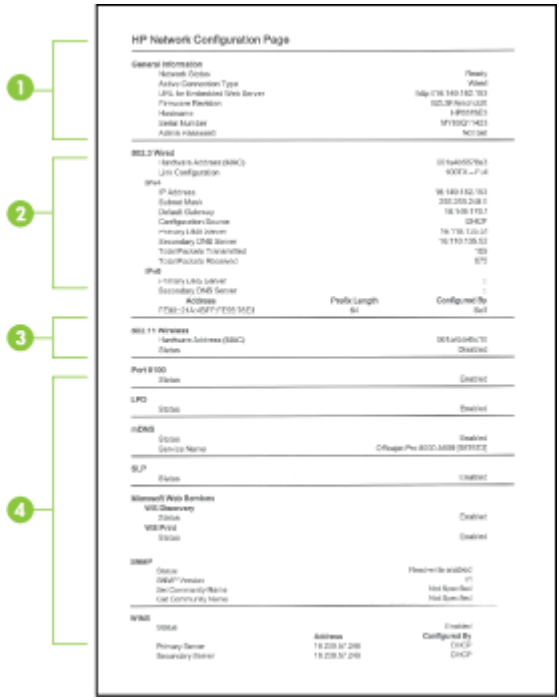
  NOTE: For models that are connected to a network, the network configuration or wireless (some models only) configuration page will also be printed.

- **HP Toolbox (Windows):** Click the **Services** tab, and then click **Print Self-Test Diagnostic Page**.
- **HP Printer Utility (Mac OS X):** Click **Device Information** from the **Information and Support** panel, and then click **Print Configuration Page**.
- **Embedded Web Server**: Click **Settings**, click **Device Services**, select **Self-Test Report** from the drop-down menu in the **Reports** section, and then click **Print**.

Understand the network configuration or wireless (some models only) status report

The network configuration or wireless (some models only) status report shows the network or wireless settings for the device.

NOTE: The network configuration or wireless status report is printed when you print a self-test report. For more information, see Understand the self-test diagnostic page.



1. **General Information:** Shows information about the current status and connection type of the network, and other information, such as the URL of the embedded Web server and the hardware address of the device.

   Network Status: This setting can be Ready or Offline. When the setting is Offline, it implies either that the IP is being assigned or negotiated by the DHCP server, or that the AutoIP or the network is not available.
2. **802.3 Wired (some models):** Shows information about your wired network connection, such as the hostname, IP address, subnet mask, default gateway, and server.

   Link Configuration: The possible values are 10T/100T HalfDplx/FullDplx, 10T HalfDplx, 100T FullDplx, and 100T HalfDplx.
3. **802.11 Wireless (some models):** Shows information about your wireless network connection, such as the hostname, IP address, subnet mask, default gateway, and server.
4. **Miscellaneous:** Shows information, such as the administrator details.
   - **mDNS:** Shows information about the active Multicast Domain Name System (mDNS) connection. mDNS services are typically used on small networks for IP address and name resolution (through UDP port 5353) where a conventional DNS server is not used.
   - **SLP:** Shows information about the current Service Location Protocol (SLP) connection. SLP is used by network management applications for device management. The device supports SNMPv1 protocol on IP networks.

Configure the device (Windows)

You can connect the device directly to a computer, or you can share the device among other users on a network.

NOTE: Microsoft Internet Explorer 6.0 must be installed on the computer system to run the installation program.

Also, you must have administrator privileges to install a printer driver on Windows® 2000, Windows® XP, or Windows Vista.

When setting up the device, HP recommends that you connect it after you install the software, because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see To connect the device before installing the software.

Direct connection

You can connect the device directly to your computer using a USB cable.

NOTE: If you install the device software and connect the device to a computer running Windows, you can connect additional devices to the same computer with USB cables without reinstalling the device software.

When setting up the device, HP recommends that you connect the device when prompted by the installation software because the installation program is designed to provide you with the easiest setup experience. However, if you have connected the cable first, see To connect the device before installing the software.

To install the software before connecting the device (recommended)

1. Close any applications that are running.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install USB-connected Device**, and follow the onscreen instructions.

NOTE: You can also share the device with other computers using a simple form of networking known as locally shared networking. For more information, see To share the device on a locally shared network.

To connect the device before installing the software

If you connected the device to the computer before installing the device software, the **Found New Hardware** wizard displays on the computer screen.

NOTE: If you turned on the device, do not turn it off or unplug the cable from the device while the installation program is running. If you do so, the installation program will not finish.

1. In the **Found New Hardware** dialog box that displays methods for locating the printer driver, select the **Advanced** option, and then click **Next**.

   NOTE: Do not allow the **Found New Hardware** wizard to perform an automatic search for the printer driver.

2. Select the check box for specifying the driver location, and ensure that the other check boxes are clear.
3. Insert the Starter CD into the CD drive. If the CD menu appears, close it.
4. Browse to locate the root directory on the Starter CD (for example, D), and then click **OK**.
5. Click **Next**, and follow the onscreen instructions.
6. Click **Finish** to close the **Found New Hardware** wizard. The wizard automatically starts the installation program (this might take a short while).
7. Complete the installation process.

NOTE: You can also share the device with other computers using a simple form of networking known as locally-shared networking. For more information, see To share the device on a locally shared network.

To share the device on a locally shared network

In a locally shared network, the device is connected directly to the USB connector of a selected computer (known as the server) and is shared by other computers (clients).

NOTE: When sharing a directly connected device, use the computer with the newest operating system as the server.

Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Right-click the device icon, click **Properties**, and then click the **Sharing** tab.
3. Click the option to share the device, and give it a share name.

Network connection

If the device has network capability, it can be shared in a network environment by connecting it directly to the network. This type of connection offers the ability to manage the device using the embedded Web server from any computer on the network.

NOTE: Microsoft Internet Explorer 6.0 must be installed on the computer system to run the installation program.

Choose the installation option for the type of network you have:

- **Client/server network:** If your network has a computer acting as a dedicated print server, install the device software on the server, and then install the device software on the client computers. For more information see Install the device on a network and Install the device software on client computers. This method does not allow you to share the full functionality of the device. Client computers can only print from the device.
- **Peer-to-peer network:** If you have a peer-to-peer network (a network without a dedicated print server), install the software on the computers that will be using the device. For more information, see Install the device on a network.

In addition, you can connect to a network printer on both types of networks using the **Add Printer** wizard in Windows. For more information, see Install the printer driver using Add Printer.

Install the device on a network

Use the following steps to install the device software in the following networking scenarios:

You have a peer-to-peer network (a network without a dedicated print server)

1. Remove the protective cover from the device's network port, and connect the device to the network.
2. Close any third-party firewall and any applications that are running on the computer system that are acting as the print server.
3. Insert the Starter CD into the CD drive. The CD menu starts automatically. If the CD menu does not start automatically, browse to the CD drive of the computer, and double-click **Setup.exe**.
4. On the CD menu, click **Install Network/Wireless Device**, and then follow the onscreen instructions.
5. On the **Connection Type** screen, select **Network/Wireless Device**, and then click **Next**.
6. Follow the onscreen instructions to complete the installation.

NOTE: To share the device with Windows client computers, see Install the device software on client computers and To share the device on a locally shared network.

Install the device software on client computers

After printer drivers are installed on the computer that is acting as the print server, the printing functionality can be shared. Individual Windows users who want to use the network device must install the software on their computers (clients).

A client computer can connect to the device in the following ways:

- In the Printers folder, double-click the **Add Printer** icon and follow the instructions for a network installation. For more information, see Install the printer driver using Add Printer.
- On the network, browse to the device and drag it to your Printers folder.
- Add the device and install the software from the INF file on your network. On the Starter CD, the INF files are stored in the root directory of the CD.

Install the printer driver using Add Printer

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Double-click **Add Printer**, and then click **Next**.
3. Select **Network Printer** or **Network Printer Server**.
4. Click **Next**.
5. Do one of the following:
   Type in the network path or queue name of the shared device, and then click **Next**. Click **Have Disk** when prompted to select the device model.
   Click **Next** and locate the device in the list of shared printers.
6. Click **Next**, and follow the onscreen instructions to complete the installation.

Install the device in a pure IPV6 network environment

If you are connecting the device to a Windows XP or Windows Vista computer on a pure IPV6 network, follow these instructions to install the printer driver.

NOTE: If you attempt to install the device software from the Starter CD, you will not be able to find the device and complete the software setup.

NOTE: In pure IPv6 network environment, only the printer driver is available. Other device software features such as HP Toolbox and Solution Center will not be available.

To install the device driver on Windows XP

1. Connect the HP device to your network.
2. Install the HP Standard TCP/IP port monitor from the util\ipv6 folder on the Starter CD.

   NOTE: Click **Next**, if you see a dialog box stating that the device cannot be identified.

3. Print a network configuration page from the device to obtain the IP address. For more information, see Understand the network configuration or wireless (some models only) status report.
4. In the Windows Add Print Wizard, create a local printer, and select HP Standard TCP/IP Port.
5. When prompted, type the Stateless IPv6 address of the HP device printed on the Network configuration page. For example, 2001:DB8:1::4A50:33GFF:FE32:3333.

   NOTE: The device status is not available in pure IPv6 network environment running Windows XP.

To install the printer driver on Windows Vista

1. Click **Start**, and then **Network**.
2. Right-click on the device you are installing, and then click **Install**.
3. When prompted for the printer driver, select the root level of the Starter CD.

Configure the device (Mac OS X)

You can use the device with a single Macintosh computer using a USB cable, or you can share it among other users on a network.

This section contains the following topics:

- To install the software for network or direct connection
- To share the device on a locally shared network

To install the software for network or direct connection

NOTE: If you are installing the device on a wired network, connect the Ethernet cable before installing the software.

1. Insert the Starter CD into the CD drive. Double-click the **Install HP Software** icon.
2. Click **Install Software**, and follow the onscreen instructions.
3. When prompted, connect the device to your computer.
4. If necessary, share the device with other Macintosh computer users.
   - **Direct connection:** Share the device with the other Macintosh computer users. For more information, see To share the device on a locally shared network.
   - **Network connection:** Individual Macintosh computer users who want to use the device on the network must install the device software on their computers.

To share the device on a locally shared network

When you connect the device directly, you can share it with other computers using a simple form of networking known as locally shared networking. Use this configuration only in small groups or when usage is low. The connected computer is slowed down when many users print to the device.

Basic requirements for sharing in Mac OS X environment include the following items:

- The Macintosh computers must be communicating on the network using TCP/IP, and they must have IP addresses. (AppleTalk is not supported.)
- The device that is being shared must be connected to a built-in USB port on the host Macintosh computer.
- Both the host Macintosh computer and the client Macintosh computers that are using the shared device must have device sharing software installed, and the driver or PPD for the device that is installed. (You can run the installation program to install the device sharing software and associated Help files.)

For more information about USB device sharing, see the support information on the Apple Web site (www.apple.com) or the Apple Macintosh Help on the computer.

To share the device among computers

1. Open **System Preferences**, click **Print & Fax**, and then do one of the following, based on the operating system you are using:
   a. **Mac OS X (v10.4)**: Click the **Sharing** tab, check the box next to **Share these printers with other computers**, and then select the printer to be shared.
   b. **Mac OS X (v10.5)**: Select a printer, and then click **Share this printer**.
2. To print from the other Macintosh computers (the clients) on the network, do the following:
   a. Click **File**, and then select **Page Setup** in the document you want to print.

      NOTE: Some Mac OS X (v10.5) applications do not have a **Page Setup** menu, it is included in the **Print** menu.

   b. In the drop-down menu next to **Format for**, select **Shared Printers**, and then select your device.
   c. Select the **Paper Size**, and then click **OK**.
   d. In the document, click **File**, and then select **Print**.
   e. From the drop-down menu next to **Printer**, select **Shared Printers**, and then select your device.
   f. Make additional settings, if necessary, and then click **Print**.

Set up the device for wireless communication (some models only)

You may set up the device for wireless communication using one of the following ways:

Setup method	Infrastructure wireless communication	Ad hoc wireless communication
USB cable For more information, see To set up the device for wireless communication using the installer (Mac OS X) or To set up wireless communication using the installer (Windows).	✔	✔

NOTE: If you encounter problems, see Solve wireless problems.

To use the device with any wireless connection, you must run the installation program at least once from the Starter CD and create a wireless connection.

Make sure the device is not connected to the network using a network cable.

The sending device must have built-in 802.11 capabilities or an 802.11 wireless card installed.

The device and the computers that use it must be on the same subnet.

Before installing the device software, you may wish to find out the settings of your network. Obtain the information from your system administrators, or complete the following tasks:

- Obtain your network's network name or Service Set Identifier (SSID) and communication mode (infrastructure or ad hoc) from the configuration utility for the network's wireless access point (WAP) or the computer's network card.
- Find out the type of encryption your network uses, such as Wired Equivalent Privacy (WEP).
- Find out the security password or encryption key of the wireless device.

This section contains the following topics:

- Understand 802.11 wireless network settings
- To set up wireless communication using the installer (Windows)
- To set up the device for wireless communication using the installer (Mac OS X)
- Connect the device using an ad hoc wireless network connection
- To turn off wireless communication
- Configure your firewall to work with HP devices
- Change the connection method
- Guidelines for ensuring wireless network security

Understand 802.11 wireless network settings

Network name (SSID)

By default, the device looks for the wireless network name or SSID named "hpsetup." Your network may have a different SSID.

Communication mode

There are two communication mode options:

- **Ad hoc:** On an ad hoc network, the device is set to ad hoc communication mode and communicates directly with other wireless devices without the use of a WAP. All devices on the ad hoc network must:
  - Be 802.11 compatible
  - Have ad hoc as the communication mode
  - Have the same network name (SSID)
  - Be on the same subnet and same channel
  - Have the same 802.11 security settings
- **Infrastructure (recommended):** On an infrastructure network, the device is set to infrastructure communication mode and communicates with other devices on the network, whether the devices are wired or wireless, through a WAP. WAPs commonly act as routers or gateways on small networks.

Security settings

NOTE: For the available settings for the device, see Understand the network configuration or wireless (some models only) status report.

For more information on wireless security, visit www.wi-fi.org.

- **Network authentication:** The device's factory default setting is Open' which does not require security for authorization or encryption. The other possible values are OpenThenShared, and Shared.

  WPA increases the level of over-the-air data protection and access control on existing and future Wi-Fi networks. It addresses all known weaknesses of Wired Equivalent Privacy (WEP), the original native security mechanism in the 802.11 standard.

  WPA2 is the second generation of WPA security; it provides enterprise and consumer Wi-Fi users with a high level of assurance that only authorized users can access their wireless networks.
- **Data encryption:**
  - WEP provides security by encrypting data sent over radio waves from one wireless device to another wireless device. Devices on a WEP-enabled network use WEP keys to encode data. If your network uses WEP, you must know the WEP key(s) it uses.
  - WPA uses the Temporal Key Integrity Protocol (TKIP).
  - WPA2 provides a new encryption scheme, the Advanced Encryption Standard (AES). AES is defined in counter cipher-block chaining mode (CCM) and supports the Independent Basic Service Set (IBSS) to enable security between client workstations operating in ad hoc mode.

To set up wireless communication using the installer (Windows)

NOTE: For this method, you will need to have a wireless network set up and running. You will also need a USB cable. Do not attach the USB cable until prompted by the installer.

1. Save any open documents. Close any applications that are running on your computer.
2. Insert the Starter CD into the CD drive. The CD menu runs automatically. If the CD menu does not start automatically, double-click the setup icon on the Starter CD.
3. On the CD menu, click **Install Network/Wireless Device**, and then follow the onscreen instructions.

   NOTE: If the firewall software on your computer displays any messages during the installation, select the **always permit/allow** option in the messages. Selecting this option allows the software to install successfully on your computer.
4. When prompted, temporarily connect the USB wireless setup cable.
5. Follow the onscreen instructions to complete the installation.
6. Disconnect the USB wireless setup cable when prompted.

To set up the device for wireless communication using the installer (Mac OS X)

1. Connect a USB wireless setup cable to the port on the back of the HP device and then to any USB port on the computer.
2. Place the Starter CD into the computer.

3. Double-click the HP Installer icon on the Starter CD, and then follow the onscreen instructions.
4. Disconnect the USB wireless setup cable when prompted.

Connect the device using an ad hoc wireless network connection

Method 1

1. Turn on wireless in your computer and in the device.
2. On your computer, connect to the network named (SSID) “hpsetup.“ (This network name is the default, ad hoc network created by the HP device.)

> **NOTE:** If your HP device was previously configured for a different network, you can restore the network defaults to enable the device to use “hpsetup.“ To restore the network defaults, complete the following steps:
>
> **Reset the administrator password and network settings:** Press and hold the **Network** button (on some models press the **Wireless** button), press the **Resume** button three times, and release the **Network** or **Wireless** button. For more information, see Troubleshooting tips and resources.

Method 2 (Windows only)

1. Make sure your computer has an ad hoc network profile. For more information, see the documentation available with your operating system.
2. Install the software on your device, and select the network that corresponds with the ad hoc network profile for your computer.

To turn off wireless communication

Press and hold the wireless button on the front of the device for three seconds.

Configure your firewall to work with HP devices

A personal firewall, which is security software running on your computer, can block network communication between your HP device and your computer.

If you are having problems such as:

- Printer not found when installing HP software
- Unable to print, print job stuck in queue, or printer goes offline
- Unable to see printer status on your computer

The firewall might be preventing your HP device from notifying computers on your network where it can be found. If the HP software cannot find the HP device during

installation (and you know the HP device is on the network), or you have already successfully installed HP software and experience problems, try the following:

1. If you are using a computer running Windows, in the firewall configuration utility, look for an option to trust computers on the local subnet (sometimes called the “scope“ or “zone“). By trusting all computers on the local subnet, computers and devices in your home can communicate with each other while still being protected from the internet. This is the easiest approach to use.
2. If you do not have the option to trust computers on the local subnet, add incoming UDP port 427 to your firewall’s list of allowed ports.

NOTE: Not all firewalls require you to differentiate between incoming and outgoing ports, but some do.

Another common problem is that HP software is not trusted by your firewall to access the network. This can happen if you answered “block“ to any firewall dialog boxes that appeared when you installed the HP software.

If this occurs, and if you are using a computer running Windows, check that the following programs are in your firewall’s list of trusted applications; add any that are missing.

- **hpqkygrp.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqscnvw.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqste08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqtra08.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqdirec.exe**, located in **C:\program files\HP\digital imaging\bin**
- **hpqthb08.exe**, located in **C:\program files\HP\digital imaging\bin**

NOTE: Refer to your firewall documentation on how to configure the firewall port settings and how to add HP files to the “trusted“ list.

NOTE: Some firewalls continue to cause interference even after you disable them. If you continue to have problems after configuring the firewall as described above and if you are using a computer running Windows, you might need to uninstall the firewall software in order to use the HP device over the network.

Change the connection method

If you have installed the software and connected your HP device using a USB or Ethernet cable, you can change to a wireless connection any time you want.

Change from a USB connection to a wireless connection (Windows)

1. Select **Start**, **Programs**, **HP**, select your device, and then select **Reconfigure Network Settings**.
2. Press **Add a Device**.
3. Follow the onscreen instructions, and remove the USB cable when prompted.

Change from a USB connection to a wireless connection (Mac OS X)

1. Click the **HP Device Manager** icon on the Dock or in the Hewlett Packard folder in the Applications folder.
2. From the **Information and Settings** list, select **Network Printer Setup Utility**.
3. Follow the onscreen instructions to configure the network settings.

Change from an Ethernet connection to a wireless connection

NOTE: For Ethernet-enabled HP devices only.

1. Open the embedded Web server (EWS). For more information, see Embedded Web server.
2. Click the **Networking** tab, and then click **Wireless (802.11)** in the left pane.
3. On the **Wireless Setup** tab, click **Start Wizard**.
4. Follow the onscreen instructions to change from an Ethernet connection to a wireless connection.
5. After you finish changing the settings, disconnect the Ethernet cable.

Guidelines for ensuring wireless network security

This section contains the following topics:

- To add hardware addresses to a wireless access point
- Other guidelines

To add hardware addresses to a wireless access point

MAC filtering is a security feature in which a wireless access point, such as a wireless router or Apple AirPort Base Station is configured with a list of MAC addresses (also called "hardware addresses") of devices that are allowed to gain access to the network through the access point.

If the access point does not have the hardware address of a device attempting to access the network, the access point denies the device access to the network.

If the access point filters MAC addresses, then the device's MAC address must be added to the access point's list of accepted MAC addresses.

1. Print the wireless status report. For information on the wireless status report, see Understand the network configuration or wireless (some models only) status report.
2. Open the wireless access point's configuration utility, and add the HP device's hardware address to the list of accepted MAC addresses.

Other guidelines

To keep the wireless network secure, follow these guidelines:

- Use a password with at least 20 random characters. You can use up to 63 characters in a WPA password.
- Avoid any common words or phrases, easy sequences of characters (such as all 1s), and personally-identifiable information for passwords. Always use random strings composed of uppercase and lowercase letters, numbers, and if allowed, special characters such as punctuation.

- Change the password periodically.
- Change the default password provided by the manufacturer for administrator access to the access point or wireless router. Some routers let you change the administrator name as well.
- Turn off administrative access over wireless, if possible. If you do this, you need to connect to the router with a wired Ethernet connection when you want to make configuration changes.
- Turn off remote administrative access over the Internet on your router, if possible. You can use Remote Desktop to make an encrypted connection to a computer running behind your router and make configuration changes from the local computer you are accessing over the Internet.
- To avoid accidentally connecting to another party's wireless network, turn off the setting to automatically connect to non-preferred networks. This is disabled by default in Windows XP.

Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before being prompted by the software installation screen, you might need to uninstall, and then reinstall the software. Do not simply delete the device application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the device.

There are three methods to uninstall the software on a Windows computer, and two methods to uninstall on a Macintosh computer.

To uninstall from a Windows computer, method 1

1. Disconnect the device from your computer. Do not connect it to your computer until after you have reinstalled the software.
2. Press the **Power** button to turn off the device.
3. Follow the onscreen instructions.
4. If you are asked whether you would like to remove shared files, click **No**.
   Other programs that use these files might not work properly if the files are deleted.
5. Restart your computer.
6. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive, follow the onscreen instructions, and also see To install the software before connecting the device (recommended).
7. After the software is installed, connect the device to your computer.
8. Press the **Power** button to turn the device on.
   After connecting and turning on the device, you might have to wait several minutes for all of the Plug and Play events to complete.
9. Follow the onscreen instructions.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.

To uninstall from a Windows computer, method 2

NOTE: Use this method if **Uninstall** is not available in the Windows **Start** menu.

1. On the Windows taskbar, click **Start**, select **Settings**, select **Control Panel**, and then click **Add/Remove Programs**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Programs and Features**.
2. Select the device you want to uninstall, and then click **Change/Remove** or **Uninstall/Change**.
3. Disconnect the device from your computer.
4. Restart your computer.

   NOTE: It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
6. Follow the onscreen instructions and also see To install the software before connecting the device (recommended).

To uninstall from a Windows computer, method 3

NOTE: Use this method if **Uninstall** is not available in the Windows **Start** menu.

1. Insert the device Starter CD into your computer's CD-ROM drive, and then start the Setup program.
2. Disconnect the device from your computer.
3. Select **Uninstall**, and follow the onscreen directions.
4. Restart your computer.

   NOTE: It is important that you disconnect the device before restarting your computer. Do not connect the device to your computer until after you have reinstalled the software.

5. Start the Setup program for the device again.
6. Select **Install**.
7. Follow the onscreen instructions and also see To install the software before connecting the device (recommended).

To uninstall from a Macintosh computer, method 1

1. Launch **HP Device Manager**.
2. Click **Information and Settings**.
3. Select **Uninstall HP software** from the pull-down menu.
   Follow the onscreen instructions.

4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the device Starter CD into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM, and then double-click **HP Printer Installer**.
7. Follow the onscreen instructions and also see To install the software before connecting the device (recommended).

To uninstall from a Macintosh computer, method 2

1. Open the Finder.
2. Double-click **Applications**.
3. Double-click **Hewlett-Packard**.
4. Select your device, and then double-click **Uninstall**.

5 Maintain and troubleshoot

This section contains the following topics:

- Supported ink cartridges
- Replace the ink cartridges
- Maintain the printheads
- Store printing supplies
- Troubleshooting tips and resources
- Solve printing problems
- Poor print quality and unexpected printouts
- Solve paper-feed problems
- Solve device management problems
- Solve network problems
- Solve wireless problems
- Troubleshoot installation issues
- Clear jams
- Errors

Supported ink cartridges

Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the **How to Buy** option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

You can find the ink cartridge number in the following places:

- On the **Information** page of the embedded Web server (see Embedded Web server).
- **Windows**: From the **HP Toolbox**, if you have bidirectional communication, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
- **Mac OS X**: From the **HP Printer Utility,** click **Supply Info** from the **Information and Support** panel, and then click **Retail Supplies Information**.
- On the label of the ink cartridge you are replacing.
- **Solution Center**: From the Solution Center you can view supplies information from the **Shopping** tab or the estimated ink level screen.
- On the configuration page (see Understand the self-test diagnostic page).

NOTE: Ink from the cartridges is used in the printing process in a number of different ways, including in the initialization process, which prepares the device and cartridges for printing, and in printhead servicing, which keeps print nozzles clear and ink flowing smoothly. In addition, some residual ink is left in the cartridge after it is used. For more information see www.hp.com/go/inkusage.

Replace the ink cartridges

You can check the estimated ink levels from the HP Toolbox (Windows), the HP Printer Utility (Mac OS X), or the embedded Web server. For information about using these tools, see Use device management tools. You can also print the configuration page to view this information (see Understand the self-test diagnostic page).

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

After removing a cartridge from its package, install it right away. Do not remove a cartridge from the device for long periods of time.

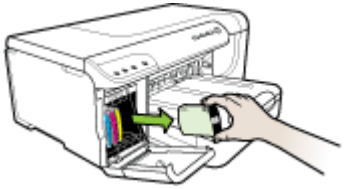
To find out which ink cartridges work with your device, see Supplies.

For information on recycling used ink supplies, see HP inkjet supplies recycling program.

To replace the ink cartridges

1. Gently pull open the ink cartridge cover.

2. Remove the ink cartridge that requires replacement by grasping it between your thumb and forefinger and pulling it firmly toward you.



3. Remove the new ink cartridge from its package.
4. Align the cartridge with its color-coded slot, and insert the cartridge into the slot. Press down firmly on the cartridge to ensure proper contact.
5. Close the ink cartridge cover.

Maintain the printheads

If printed characters are incomplete, or printouts are streaked, the ink nozzles might be clogged, and you might need to clean the printheads.

When the quality of printouts deteriorates, follow the steps below:

1. Check the health of the printheads. For more information, see To check printhead health.
2. Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.
3. Clean the printheads. For more information, see To clean the printheads.
4. Replace the printheads if the problems persist after cleaning. For more information, see To replace the printheads.

This section covers the following printhead maintenance tasks:

- To check printhead health
- To print the print quality diagnostic page
- To align the printheads
- To clean the printheads
- To clean the printhead contacts manually
- To calibrate the linefeed
- To replace the printheads

To check printhead health

Use one of the following means to check the printhead health. If the status of any printhead is replace, then perform one or more of the maintenance functions, or clean or replace the printhead.

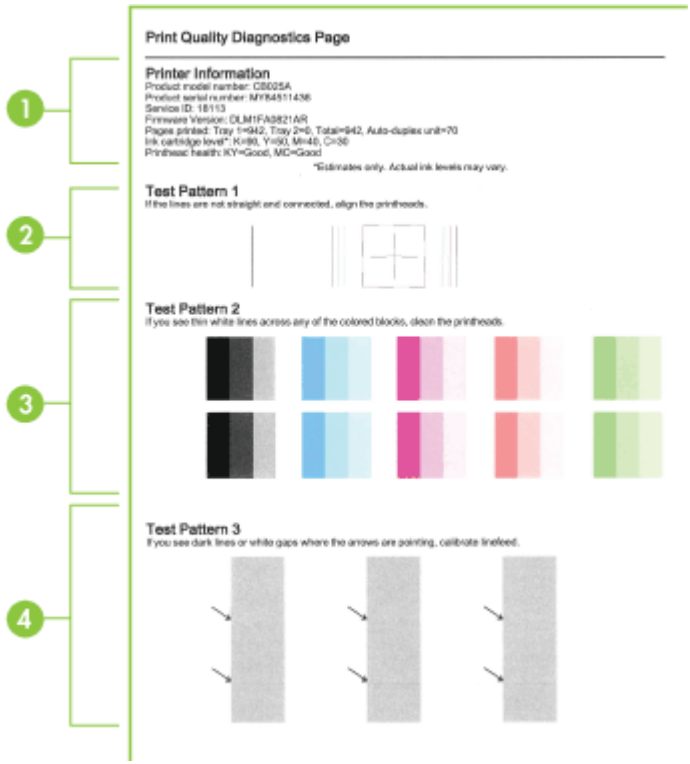
- **Configuration Page:** Print the configuration page on a clean sheet of white paper, and check the printhead health section. For more information, see Understand the self-test diagnostic page.
- **Embedded Web server:** Open the embedded Web server. For more information, see To open the embedded Web server. Click the **Information** tab, and then click **Ink Supplies** in the left pane.
- **HP Toolbox (Windows):** Open the HP Toolbox. For more information, see Open the HP Toolbox. Click the **Information** tab, and then click **Printhead Health**.

To print the print quality diagnostic page

Use the print quality diagnostic page to diagnose issues affecting the print quality. This will help you decide whether to run any maintenance services to improve the print

quality of your printouts. You can also view the ink level information and the printhead health status on the page.

- **Control panel:** Press and hold the **Power** button, press the **Cancel** button seven times, press the **Resume** button two times, and release the **Power** button.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Print PQ (print quality) diagnostic page** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **HP Toolbox (Windows):** Click the **Services** tab, and then click **Print PQ (print quality) diagnostic page** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Print Quality Diagnostics** from the **Information and Support** panel.



1	**Printer Information:** Shows device information (such as the product model number, serial number, and firmware version number), the number of pages printed from the trays and duplexer, the ink level information, and the printhead health status. **NOTE:** Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.
2	**Test Pattern 1:** If the lines are not straight and connected, align the printheads. For more information, see To align the printheads.
3	**Test Pattern 2:** If there are thin white lines across any of the colored blocks, clean the printheads. For more information, see To clean the printheads.
4	**Test Pattern 3:** If there are dark lines or white gaps where the arrows are pointing, calibrate the linefeed. For more information, see To calibrate the linefeed.

To align the printheads

Whenever you replace a printhead, the device automatically aligns the printheads to ensure the best print quality. However, if the appearance of your printed pages indicates that the printheads are misaligned, you can start the alignment process manually.

- **Control panel:** Press and hold the **Power** button, press the **Resume** button three times, and release the **Power** button.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Align Printer** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **HP Toolbox (Windows):** Click the **Services** tab, and then click **Align Printheads**, and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Align** from the **Information and Support** panel.

To clean the printheads

If printed characters are incomplete, or dots or lines are missing from printouts, ink nozzles might be clogged, and you might need to clean the printheads.

NOTE: Cleaning uses ink, so clean the printheads only when necessary.

The cleaning process can take several minutes. Some noise might be generated in the process.

Make sure paper is loaded before you begin to clean the printheads.

- **Control panel:** Press and hold the **Power** button, press the **Cancel** button two times, press the **Resume** button one time, and release the **Power** button.
- **Embedded Web server:** Click the **Device Settings** tab, click **Device Services** in the left pane, select **Clean Printheads** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.

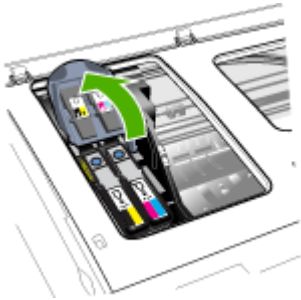
- **HP Toolbox (Windows):** Click the **Services** tab, click **Clean Printheads** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Clean** from the **Information and Support** panel.

To clean the printhead contacts manually

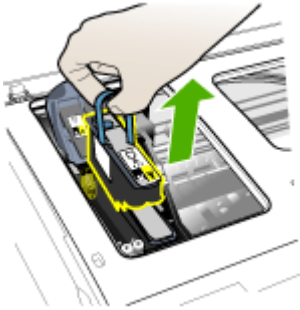
After the printheads are installed, one or more of the printhead lights might be blinking. If the printhead lights are blinking, you might need to clean the electrical contacts on the printheads and in the device.

△ **CAUTION:** Electrical contacts contain sensitive electronic components that can be damaged easily.

1. Make sure paper is loaded in Tray 1.
2. Open the top cover.
3. If the carriage does not move to the left automatically, press and hold the **Resume** button until the carriage moves to the left. Wait for the carriage to stop moving, and then unplug the power cord from the printer.
4. Lift the printhead latch.



5. Lift the handle of the printhead you want to replace, and then pull the printhead out of its slot.



6. Obtain a clean, dry, soft, and lint-free cleaning material. Suitable materials include paper coffee filters and eyeglass lens cleaning paper.

   △ **CAUTION:** Do not use water.

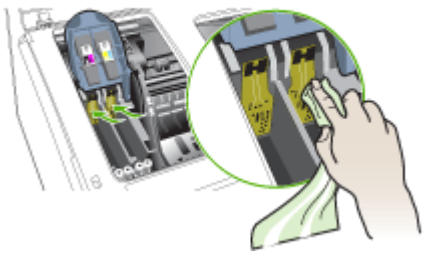
7. Wipe the electrical contacts on the printhead, but do not touch the nozzles.

   △ **CAUTION:** The electrical contacts are small copper-color squares, grouped on one face of the printhead.

   The nozzles are on a different face of the printhead. Ink will be visible on the nozzles.

   Touching the nozzles can cause permanent nozzle damage. Also, ink can permanently mark clothing.

8. After cleaning, place the printhead on a sheet of paper or paper towel. Make sure the nozzles are facing up and are not in contact with the paper.
9. Clean the electrical contacts in the printhead slot inside the device with a clean, dry, soft, and lint-free cloth.



10. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
11. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.

12. Close the cover.
13. If the printhead light is still blinking, repeat the cleaning procedure described above for the printhead which corresponds to the blinking printhead light.
14. If the printhead light continues to blink, replace the printhead which corresponds to the blinking printhead light.
15. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

To calibrate the linefeed

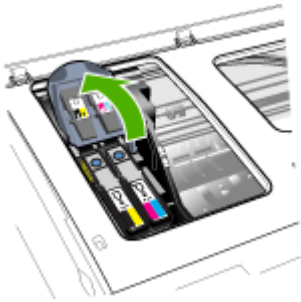
If your printout shows bandings (dark or light lines across colored block) or staggered lines, calibrate the printer's linefeed.

- **Control panel:** Press and hold the **Power** button, press the **Cancel** button 14 times, press the **Resume** button six times, and release the **Power** button.
- **Embedded Web server:** Click the **Settings** tab, click **Device Services** in the left pane, select **Calibrate Linefeed** from the drop-down list in the **Print Quality** section, and then click **Run Diagnostic**.
- **HP Toolbox (Windows):** Click the **Services** tab, click **Calibrate Linefeed** and follow the onscreen instructions.
- **HP Printer Utility (Mac OS X):** Click **Calibrate Linefeed** from the **Information and Support** panel.

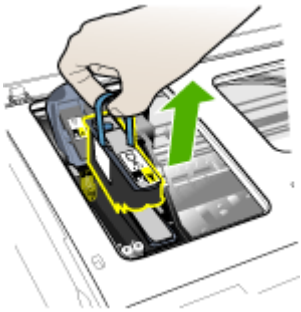
To replace the printheads

NOTE: To find out which printheads work with your printer, see Supplies.

1. Open the cover.
2. Make sure paper is loaded in Tray 1.
3. If the carriage does not move to the left automatically, press and hold the **Resume** button until the carriage moves to the left. Wait for the carriage to stop moving.
4. Lift the printhead latch.



5. Lift the handle of a printhead, and use it to pull the printhead out of its slot.



6. Before installing a printhead, shake the printhead up and down at least six times while the printhead is still in its packaging.

7. Remove the new printhead from its package, and then remove its orange protective caps.

△ **CAUTION:** Do not shake printheads after the caps are removed.

8. Insert the printhead into its color-coded slot (the label on the printhead must match the label on the printhead latch). Press down firmly on the printhead to ensure proper contact.
9. Pull the printhead latch all the way forward, and then press down to ensure that the latch is properly engaged. You might have to apply some pressure to engage the latch.
10. Close the cover.
11. Wait while the device initializes the printheads and prints the alignment pages. If the device does not print the pages, start the alignment process manually. For more information, see To align the printheads.

Store printing supplies

This section covers the following topics:

- Store ink cartridges
- Store printheads

Store ink cartridges

Ink cartridges can be left in the device for extended periods of time. If you remove the ink cartridges, place them in an airtight container, such as a resealable plastic bag.

Store printheads

Printheads can be left in the device for extended periods of time. However, to assure optimal printhead health, be sure to turn off the device properly. For more information, see Turn off the device.

Troubleshooting tips and resources

Use the following tips and resources to resolve printing problems:

- For a paper jam, see Clear a jam in the device.
- For paper-feed problems, such as the paper skew and paper pick, see Solve paper-feed problems.
- Power light is on and not blinking. When the device is turned on for the first time, it takes approximately 20 minutes to initialize it after the printheads are installed.
- No error messages appear on the computer screen.
- Power cord and other cables are working, and are firmly connected to the device. Make sure the device is connected firmly to a functioning alternating current (AC) power outlet, and is turned on. For voltage requirements, see Electrical specifications.
- Media is loaded correctly in the tray and is not jammed in the device.
- Printheads and ink cartridges are properly installed in their correct color-coded slots. Press down firmly on each one to ensure proper contact.
- Printhead latch and all covers are closed.
- The duplexer is locked into place.
- All packing tapes and materials are removed.

- The device can print a configuration page. For more information, see Understand the self-test diagnostic page.
- The device is set as the current or default printer. For Windows, set it as the default in the Printers folder. For Mac OS X, set it as the default in the Printer Setup Utility (Mac OS X (v10.4), for Mac OS X (v10.5) open **System Preferences**, select **Print & Fax**, and then select the device from the **Default Printer** drop-down list.) See your computer's documentation for more information.
- **Pause Printing** is not selected if you are using a computer running Windows.
- You are not running too many programs when you are performing a task. Close programs that you are not using or restart the computer before attempting the task again.

To set a static IP address

1. Open the embedded Web server, click the **Networking** tab, click **Wired (802.3)** or **Wireless (802.11)** in the left pane, and then click the **IPv4 Configuration** or **IPv6 Configuration** sub-tab.
2. Select **Manual IP**, and then type the static IP address in the **Manual IP Address** box.
3. Enter the **Manual Subnet Mask** and the **Manual Default Gateway**, if necessary, and then click **Apply**.

△ **CAUTION:** Changing the IP address can disrupt the current connection to the embedded Web server.

Solve printing problems

- The device shuts down unexpectedly
- The device is not responding (nothing prints)
- Printer lights are blinking
- Device takes a long time to print
- Placement of the text or graphics is wrong
- The device prints half a page, then ejects the paper
- Device is printing from the wrong input tray

The device shuts down unexpectedly

Check the power and power connections

Make sure the device is connected firmly to a functioning alternating current (AC) power outlet. For voltage requirements, see Electrical specifications.

The device is not responding (nothing prints)

If the device supports wireless communication, see also Solve wireless problems.

Check the device setup

For more information, see Troubleshooting tips and resources.

Check the printhead initialization

When printheads are installed or replaced, the device automatically prints a few alignment pages to align the printheads. This process takes about 20 minutes. Until this process is complete, only the automatic alignment pages can be printed.

Check the device software installation

If the device is turned off when printing, an alert message should appear on your computer screen; otherwise, the device software might not be installed correctly. To resolve this, uninstall the software completely, and then reinstall the device software. For more information, see Uninstall and reinstall the software.

Check the cable connections

- Make sure both ends of the network/USB cable are secure.
- If the device is connected to a network, check the following:
  - Check the **Network** button on the control panel. If an active network cable is connected to the device, the light will be green.
  - Make sure you are not using a phone cord to connect the device.
  - The network hub, switch, or router is turned on and working properly.

Check the device setup for a network environment

Ensure the correct device driver and printer driver port are being used. For more information about network connections, see Configure the device (Windows), Configure the device (Mac OS X), or the documentation provided by your network vendors.

Check any personal firewall software installed on the computer

The personal software firewall is a security program that protects a computer from intrusion. However, the firewall might block communication between the computer and the device. If there is a problem communicating with the device, try temporarily disabling the firewall. If the problem persists, the firewall is not the source of the communication problem. Re-enable the firewall. For more information, see Configure your firewall to work with HP devices.

Printer lights are blinking

Check the error messages. For more information, see Control-panel lights reference.

Use the following steps to try and solve the problem:

- Remove and reinstall the printhead
- Clean the printhead contacts manually
- Replace the printhead

Device takes a long time to print

Check the system configuration

Make sure the computer meets the minimum system requirements for the device. For more information, see System requirements.

Check the device software settings

Print speed is slower when **Best** or **Maximum dpi** is selected as the print quality. To increase the print speed, select different print settings in the device driver. For more information, see Change print settings.

Check for radio interference

If the device is connected using wireless communication and is printing slowly, then the radio signal might be weak.

Placement of the text or graphics is wrong

If these solutions do not work, the problem may be caused by the inability of the application to interpret print settings properly. See the release notes for known software conflicts, refer to the application's documentation, or contact the software manufacturer for specific help.

Check how the media is loaded

Make sure the media width and length guides fit snugly against the edges of the stack of media, and make sure the trays are not overloaded. For more information, see Load media.

Check the media size

- Content on a page might be cut off if the document size is larger than the media that you are using. For more information, see Select print media.
- Make sure the media size selected in the printer driver match the size of media loaded in the tray.

Check the page-orientation setting

Make sure the media size and page orientation selected in the application match the settings in the printer driver. For more information, see Change print settings.

Check the device location and length of USB cable

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long. You can also try to use a different USB cable to check if the cable has failed.

The device prints half a page, then ejects the paper

Check the ink cartridges

The ink cartridges may have run out of ink, and the print job was cancelled. Replace the ink cartridges, and then resend the print job to the device. For more information, see Replace the ink cartridges.

More than one page is being picked

For more information on paper-feed problems, see Solve paper-feed problems.

There is a blank page in the file

Check the file to make sure there is no blank page.

Clean the printhead

Complete the printhead cleaning procedure. For more information, see To clean the printheads.

Check the top cover

If the top cover is left open, the printer will eject the page and then move the printheads to the home position after a time out period.

Device is printing from the wrong input tray

Check the tray configuration settings

The tray configuration is not set to print from the tray with plain paper. For more information, see Configure trays.

Poor print quality and unexpected printouts

- General print quality troubleshooting
- Meaningless characters print
- Ink is smearing
- Ink is not filling the text or graphics completely
- Output is faded or dull colored
- Colors are printing as black and white
- Wrong colors are printing
- Printout shows bleeding colors
- The printout has a horizontal band of distortion near the bottom of a borderless print
- Colors do not line up properly
- Text or graphics are streaked
- Something on the page is missing or incorrect

General print quality troubleshooting

Check the printheads and ink cartridges

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the paper quality

Make sure the media meets HP specifications, and try to print again. For more information, see Select print media.

Check the type of media loaded in the device

- Make sure the tray supports the type of media you have loaded. For more information, see Understand specifications for supported media.
- Make sure you have selected the tray in the printer driver that contains the media that you want to use.

Check the device location and length of USB cable

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long. You can also try a new USB cable to check whether the cable has failed.

Meaningless characters print

If an interruption occurs to a job that is printing, the device might not recognize the rest of the job.

Cancel the print job and wait for the device to return to the ready state. If the device does not return to the ready state, cancel all jobs in the printer driver, turn the device off, let it set for a few seconds, turn the device on, and then print the document.

Check the cable connections

If the device and computer are connected with a USB cable, the problem may be due to a poor cable connection.
Make sure the cable connections at both ends are secure. If the problem persists, turn off the device, disconnect the cable from the device, turn on the device without connecting the cable, and delete any remaining jobs from the print spooler. When the Power light is on and not flashing, reconnect the cable.

Check the document file

The document file may be damaged. If you can print other documents from the same application, try printing a backup copy of your document, if available.

Ink is smearing

Check the print settings

Color documents that have rich, blended colors can wrinkle or smear when printed using the **Best** print quality. Try using another print mode, such as **Normal**, to reduce ink, or use HP Premium Paper designed for printing vivid color documents. For more information, see Change print settings.

Check the media type

- Some types of media do not accept ink well. For these types of media, ink will dry more slowly and smearing may occur. For more information, see Select print media.
- Make sure that the media type selected in the printer driver matches the media type loaded in the device.

Ink is not filling the text or graphics completely

Check the media type

Some media types are not suitable for use with the device. For more information, see Select print media.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Output is faded or dull colored

Check the print mode

The **Draft** or **Fast** mode in the printer driver allows you to print at a faster rate, which is good for printing drafts. To get better results, select **Normal** or **Best**. For more information, see Change print settings.

Check the paper type setting

When printing on transparencies or other special media, select the corresponding media type in the printer driver. For more information, see Print on special and custom-sized media.

Colors are printing as black and white

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Wrong colors are printing

Check the print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Printout shows bleeding colors

Check the ink cartridges

Make sure you are using genuine HP ink. For ordering information, see HP supplies and accessories.

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

The printout has a horizontal band of distortion near the bottom of a borderless print

Check the paper type

HP recommends that you use HP papers or any other paper type that is appropriate for the product. Always make sure the paper you are printing on is flat. Uncurl paper by bending it in the opposite direction of the curl. For best results when printing images, use HP Advanced Photo Paper. Store photo media in its original packaging inside a resealable plastic bag on a flat surface, in a cool place. When you are ready to print, remove only the paper you plan to use immediately. When you have finished printing, return any unused photo paper to the original package, and reseal the bag. This will prevent the photo paper from curling. For more information, see Select print media.

Use a higher print quality setting

Check the print quality setting and make sure it is not set too low. Print the image with a high print-quality setting, such as **Best** or **Maximum** dpi.

Rotate the image

If the problem persists, use the software you installed with the product or another software application to rotate your image 180 degrees so that the light blue, gray, or brown hues in your image do not print at the bottom of the page. The defect is more noticible in areas of uniform light colors, so rotating the image may help.

Clean the printhead

Manually clean the printhead. For more information, see To clean the printhead contacts manually.

Colors do not line up properly

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the graphics placement

Use the zoom or print preview feature of your software to check for gaps in the placement of graphics on the page.

Text or graphics are streaked

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Something on the page is missing or incorrect

Check the printheads

Print the print quality diagnostic page on a clean sheet of white paper. Evaluate any problem areas, and perform the recommended actions. For more information, see To print the print quality diagnostic page.

Check the color print settings

Make sure **Print in Grayscale** is not selected in the printer driver.

Check the device location and length of USB cable

It is recommended that you use a USB cable that is less than 3 meters (9.8 feet) long.

Solve paper-feed problems

For information on resolving jams, see Clear a jam in the device.

- Optional Tray 2 cannot be inserted
- Media stops halfway
- Another paper-feed problem is occurring

Optional Tray 2 cannot be inserted

- Reinsert the tray. Make sure it is aligned with the device opening.
- Check for a paper jam. For more information, see Clear a jam in the device.

Media stops halfway

If the paper is not correct, the media will not feed fully. Ensure the media selected in the printer driver matches the media loaded.

Another paper-feed problem is occurring

Media is not supported for the printer or tray

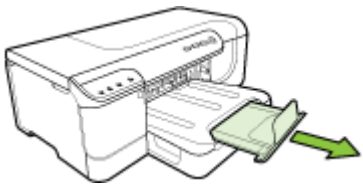
Use only media that is supported for the device and the tray being used. For more information, see Understand specifications for supported media.

Media is not picked up from a tray

- Make sure media is loaded in the tray. For more information, see Load media. Fan the media before loading.
- Make sure the media guides are snug, but not tight, against the stack.
- Make sure media in the tray is not curled. Uncurl paper by bending it in the opposite direction of the curl.
- When using thin, special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick, special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.
- Make sure Tray 2 (optional) is inserted properly.
- If you are printing on the blank side of a page that has been used, the device may have problems picking up the media.

Media is not coming out correctly

- Make sure the output tray extension is extended; otherwise, printed pages may fall off the device.



- Remove excess media from the output tray. There is a limit to the number of sheets the tray can hold.

Pages are skewing

- Make sure the media loaded in the trays fits snugly between the media guides. If the tray is removable, pull out the tray from the device, and reload the media properly, making sure that the media guides are properly aligned.
- Make sure the duplexer is properly installed.
- Load media into the device only when it is not printing.
- When reinserting a removeable tray into the device, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the device, causing the device to jam or pick multiple sheets at one time.

Multiple pages are being picked up

- Fan the media before loading.
- Make sure the paper guides are set to the correct markings in the tray for the media size you are loading. Also make sure the guides are snug, but not tight, against the stack.

- Make sure the tray is not overloaded with paper.
- When using thin, special media, make sure that the tray is completely loaded. If you are using special media that is only available in small quantities, try placing the special media on top of other paper of the same size to help fill the tray. (Some media is picked up more easily if the tray is full.)
- If you are using thick, special media (such as brochure paper), load media so that the tray is between 1/4 and 3/4 full. If necessary, place the media on top of other paper of the same size so that the stack height is within this range.
- When reinserting a removeable tray into the device, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the device, causing the device to jam or pick multiple sheets at one time.
- Use HP media for optimum performance and efficiency. For more information, see Select print media.

Solve device management problems

This section provide solutions to common problems that involve managing the device. This section contains the following topic:

- Embedded Web server cannot be opened

Embedded Web server cannot be opened

Check your network setup

- Make sure you are not using a phone cord or a cross cable to connect the device to the network. For more information, see Configure the device (Windows) or Configure the device (Mac OS X).
- Make sure the network cable is securely connected to the device.
- Make sure the network hub, switch, or router is turned on and working properly.

Check the computer

Make sure the computer that you are using is connected to the network.

Check your Web browser

Make sure the Web browser meets the minimum system requirements. For more information, see System requirements.

Check the device IP address

- To check the IP address of the device from the control panel, print the network configuration page. For more information, see Understand the network configuration or wireless (some models only) status report.
- Ping the device using the IP address from the command prompt.
  For example, if the IP address is 123.123.123.123, type the following at the MS-DOS prompt:
  `C:\Ping 123.123.123.123`
  If a reply appears, the IP address is correct. If a time-out response appears, the IP address is incorrect.

Solve network problems

NOTE: After correcting any of the following, run the installation program again.

General network troubleshooting

- If you are unable to install the device software, verify that:
  - All cable connections to the computer and the device are secure.
  - The network is operational, and the network hub is turned on.
  - All applications, including virus protection programs, spyware protection programs, and firewalls, are closed or disabled for computers running Windows.
  - Make sure the device is installed on the same subnet as the computers that will be using the device.
  - If the installation program cannot discover the device, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration or wireless (some models only) status report
- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address.
  - Print the device's network configuration page.
  - Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - Right-click the device icon, click **Properties**, and then click the **Ports** tab.
  - Select the TCP/IP port for the device, and then click **Configure Port**.
  - Compare the IP address listed in the dialog box, and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Network light on the control panel does not turn on, make sure that all of the "General network troubleshooting" conditions are met.
- Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

Solve wireless problems

If the device is unable to communicate with the network after completing the wireless setup and software installation, perform one or more of the following tasks in the order shown below.

- Basic wireless troubleshooting
- Advanced wireless troubleshooting

Basic wireless troubleshooting

Perform the following steps in the order presented.

NOTE: If this is the first time you are setting up the wireless connection, and you are using the included software, make sure that the USB cable is connected to the device and the computer.

Step 1 - Make sure the wireless (802.11) light is turned on

If the blue light near the HP device's wireless button is not lit, the wireless capabilities might not have been turned on. To turn on wireless, press and hold the **Wireless** button for three seconds.

NOTE: If your HP device supports Ethernet networking, make sure that an Ethernet cable has not been connected to the device. Connecting an Ethernet cable turns off the HP device's wireless capabilities.

Step 2 - Restart components of the wireless network

Turn off the router and the HP device, and then turn them back on in this order: router first and then the HP device. If you still are unable to connect, turn off the router, HP device, and your computer. Sometimes, turning off the power and then turning it back on will recover a network communication issue.

Step 3 - Run the Wireless Network Test

For wireless networking issues, run the Wireless Network Test. To print a Wireless Network Test page, press the **Wireless** button. If a problem is detected, the printed test report will include recommendations that might help solve the problem.

Advanced wireless troubleshooting

If you have tried the suggestions provided in the Basic troubleshooting section and are still unable to connect to your HP device to the wireless network, try the following suggestions in the order presented:

- Make sure your computer is connected to your network
- Make sure that the HP device is connected to your network
- Check to see if the firewall software is blocking communication
- Make sure the HP device is online and ready
- Your wireless router is using a hidden SSID
- Make sure the wireless version of the HP device is set as the default printer driver (Windows only)
- Make sure the HP Network Devices Support service is running (Windows only)
- Add hardware addresses to a wireless access point (WAP)

Make sure your computer is connected to your network

To check a wired (Ethernet) connection

▲ Many computers have indicator lights beside the port where the Ethernet cable from the router connects to your computer. Usually there are two indicator lights, one that is on and another that blinks. If your computer has indicator lights, check to see if the indicator lights are on. If the lights are not on, try reconnecting the Ethernet cable to the computer and the router. If you still do not see lights, there might be a problem with the router, the Ethernet cable, or your computer.

NOTE: Macintosh computers do not have indicator lights. To check the Ethernet connection on a Macintosh computer, click **System Preferences** in the Dock, and then click **Network**. If the Ethernet connection is working correctly, **Built-in Ethernet** appears in the list of connections, along with the IP address and other status information. If **Built-in Ethernet** does not appear in the list, there might be a problem with the router, the Ethernet cable, or your computer. For more information, click the Help button in the window.

To check a wireless connection

1. Make sure that your computer's wireless has been turned on. (For more information, see the documentation that came with your computer.)
2. If you are not using a unique network name (SSID), then it is possible that your wireless computer could be connected to a nearby network that is not yours.
   The following steps can help you determine if your computer is connected to your network.

   Windows

   a. Click **Start**, click **Control Panel**, point to **Network Connections**, and then click **View Network Status** and **Tasks**.
   Or
   Click **Start**, select **Settings**, click **Control Panel**, double-click **Network Connections**, click the **View** menu, and then select **Details**.
   Leave the network dialog box open while you continue to the next step.

   b. Disconnect the power cord from the wireless router. The connection status of your computer should change to **Not Connected**.

   c. Reconnect the power cord to the wireless router. The connection status should change to **Connected.**

   Mac OS X

   ▲ Click the **AirPort** icon in the menu bar at the top of the screen. From the menu that appears, you can determine if the AirPort is turned on and which wireless network your computer is connected to.

   NOTE: For more detailed information about your AirPort connection, click **System Preferences** in the Dock, and then click **Network**. If the wireless connection is working correctly, a green dot appears next to AirPort in the list of connections. For more information, click the Help button in the window.

If you are unable to get your computer connected to your network, contact the person who set up your network or the router manufacturer as there might be a hardware issue with either your router or computer.

If you are able to access the Internet and are using a computer running Windows, you can also access HP Network Assistant at www.hp.com/sbso/wireless/tools-setup.html?jumpid=reg_R1002_USEN for help in setting up a network. (This Web site is only available in English.)

Make sure that the HP device is connected to your network

If your device is not connected to the same network as your computer, you will not be able to use the HP device over the network. Follow the steps described in this section to find out if your device is actively connected to the correct network.

Make sure the HP device is on the network

1. If the HP device supports Ethernet networking and is connected to an Ethernet network, make sure an Ethernet cable is not plugged into the back of the device. If an Ethernet cable is plugged into the back, then wireless connectivity is disabled.
2. If the HP device is connected to a wireless network, print the device's Wireless Configuration page. For more information, see Understand the network configuration or wireless (some models only) status report.
   ▲ After the page has been printed, check the Network Status and URL:

Network Status	• If the Network Status is Ready, the HP device is actively connected to a network. • If the Network Status is Offline, the HP device is not connected to a network. Run the Wireless Network Test (using the instructions at the beginning of this section) and follow any recommendations.
URL	The URL shown here is the network address assigned to the HP device by your router. You will need this to connect to the embedded Web server.

Check to see if you can access the embedded Web server (EWS)

▲ After you establish that the computer and the HP device both have active connections to a network, you can verify if they are on the same network by

accessing the device's embedded Web server (EWS). For more information, see Embedded Web server.

To access the EWS

a. On your computer, open the Web browser you normally use to access the Internet (for example, Internet Explorer or Safari). In the address box, type the URL of the HP device as it was shown on the Network Configuration Page (for example, http://192.168.1.101).

> **NOTE:** If you are using a proxy server in your browser, you might need to disable it to access the EWS.

b. If you can access the EWS, try using the HP device over the network (such as to print) to see if your network setup was successful.

c. If you cannot access the EWS or are still having problems using the HP device over the network, continue to the next section regarding firewalls.

Check to see if the firewall software is blocking communication

If you cannot access the EWS and are sure both the computer and HP device have active connections to the same network, the firewall security software might be blocking communication. Temporarily turn off any firewall security software running on your computer and then try to access the EWS again. If you can access the EWS, try using the HP device (for printing).

If you are able to access the EWS and use your HP device with the firewall turned off, you will need to reconfigure your firewall settings to allow the computer and HP device to communicate with each other over the network.

If you are able to access the EWS, but are still unable to use the HP device even with the firewall turned off, try enabling the firewall software to recognize the HP device.

Make sure the HP device is online and ready

If you have the HP software installed, you can check the HP device's status from your computer to see if the device is paused or offline, preventing you from using it.

To check the HP device's status, complete the following steps:

Windows

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. If the printers on your computer are not being displayed in Details view, click the **View** menu, and then click **Details**.
3. Do one of the following, depending on the printer status:
   a. If the HP device is **Offline**, right-click the device, and click **Use Printer Online**.
   b. If the HP device is **Paused**, right-click the device, and click **Resume Printing**.
4. Try using the HP device over the network.

Mac OS X

1. Click **System Preferences** in the Dock, and then click **Print & Fax**.
2. Select the HP device, and the click **Print Queue**.
3. If **Jobs Stopped** appears in the window that appears, click **Start Jobs**.

If you can use the HP device after performing the steps above but find that the symptoms persist as you continue to use the device, your firewall might be interfering. If you still cannot use the HP device over the network, continue to the next section for additional troubleshooting help.

Your wireless router is using a hidden SSID

If your wireless router or Apple AirPort Base Station is using a hidden SSID, your HP device will not automatically detect the network.

Make sure the wireless version of the HP device is set as the default printer driver (Windows only)

If you install the software again, the installer might create a second version of the printer driver in your **Printers** or **Printers and Faxes** folder. If you have difficulties printing or connecting to the HP device, make sure the correct version of the printer driver is set as the default.

1. Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
   - Or -
   Click **Start**, click **Control Panel**, and then double-click **Printers**.
2. Determine if the version of the printer driver in the **Printers** or **Printers and Faxes** folder is connected wirelessly:
   a. Right-click the printer icon, and then click **Properties**, **Document Defaults**, or **Printing Preferences**.
   b. On the **Ports** tab, look for a port in the list with a checkmark. The version of the printer driver that is connected wirelessly has **Standard TCP/IP Port** as the Port description, next to the checkmark.
3. Right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

NOTE: If there is more than one icon in the folder for the HP device, right-click the printer icon for the version of the printer driver that is connected wirelessly, and select **Set as Default Printer**.

Make sure the HP Network Devices Support service is running (Windows only)

To restart the HP Network Device Support service

1. Delete any print jobs currently in the print queue.
2. On the desktop, right-click **My Computer** or **Computer**, and then click **Manage**.
3. Double-click **Services and Applications**, and then click **Services**.
4. Scroll down the list of services, right click **HP Network Devices Support**, and then click **Restart**.
5. After the service restarts, try using the HP device over the network again.

If you are able to use the HP device over the network, your network setup was successful.

If you still cannot use the HP device over the network or if you have to periodically perform this step in order to use your device over the network, your firewall might be interfering.

If this still does not work, there might be a problem with your network configuration or router. Contact the person who set up your network or the router manufacturer for help.

Add hardware addresses to a wireless access point (WAP)

MAC filtering is a security feature in which a wireless access point (WAP) is configured with a list of MAC addresses (also called “hardware addresses”) of devices that are allowed to gain access to the network through the WAP. If the WAP does not have the hardware address of a device attempting to access the network, the WAP denies the device access to the network. If the WAP filters MAC addresses, then the device’s MAC address must be added to the WAP’s list of accepted MAC addresses.

- Print the network configuration page. For more information, see Understand the network configuration or wireless (some models only) status report.
- Open the WAP’s configuration utility, and add the device’s hardware address to the list of accepted MAC addresses.

Troubleshoot installation issues

If the following topics do not help, see Support and warranty for information about HP support.

- Hardware installation suggestions
- Software installation suggestions
- Solve network problems

Hardware installation suggestions

Check the device

- Make sure that all packing tape and material have been removed from outside and inside the device.
- Make sure that the device is loaded with paper.
- Make sure that no lights are on or blinking except the **Power** light, which should be on. If a light other than the **Power** light is on or blinking, there is an error. For more information, see Control-panel lights reference.
- Make sure that the device can print a configuration page.
- Duplexer is locked into place.

Check the hardware connections

- Make sure that any cords and cables that you are using are in good working order.
- Make sure that the power cord is connected securely to both the device and to a working power outlet.

Check the printheads and ink cartridges

- Make sure that all of the printheads and ink cartridges are firmly installed in their correct, colorcoded slot. Press down firmly on each one to ensure proper contact. The device cannot work if they are not all installed.
- Make sure there are no pieces of the orange cap attached to the printhead.
- Make sure that all latches and covers are closed properly.

Software installation suggestions

Check the computer system

- Make sure that your computer is running one of the supported operating systems.
- Make sure that the computer meets at least the minimum system requirements.
- In the Windows device manager, make sure that the USB drivers have not been disabled.
- If you are using a computer running Windows, and the computer cannot detect the device, run the uninstallation utility (util\ccc\uninstall.bat on the Starter CD) to perform a clean uninstallation of the device driver. Restart your computer, and reinstall the device driver.

Verify installation preliminaries

- Make sure to use the Starter CD that contains the correct installation software for your operating system.
- Before installing software, make sure that all other programs are closed.
- If the computer does not recognize the path to the CD-ROM drive that you type, make sure that you are specifying the correct drive letter.
- If the computer cannot recognize the Starter CD in the CD-ROM drive, inspect the Starter CD for damage. You can download the device driver from the HP Web site (www.hp.com/support).

NOTE: After correcting any problems, run the installation program again.

Solve network problems

General network troubleshooting

- If you are unable to install the device software, verify that:
  - All cable connections to the computer and the device are secure.
  - The network is operational and the network hub is turned on.
  - All applications, including virus protection programs, spyware protection programs, and firewalls are closed or disabled for computers running Windows.

- Make sure the device is installed on the same subnet as the computers that will be using the device.
- If the installation program cannot discover the device, print the network configuration page, and enter the IP address manually in the installation program. For more information, see Understand the network configuration or wireless (some models only) status report.

- If you are using a computer running Windows, make sure that the network ports created in the device driver match the device IP address:
  - Print the device's network configuration page.
  - Click **Start**, point to **Settings**, and then click **Printers** or **Printers and Faxes**.
    - Or -
    Click **Start**, click **Control Panel**, and then double-click **Printers**.
  - Right-click the device icon, click **Properties**, and then click the **Ports** tab.
  - Select the TCP/IP port for the device, and then click **Configure Port**.
  - Compare the IP address listed in the dialog box and make sure it matches the IP address listed on the network configuration page. If the IP addresses are different, change the IP address in the dialog box to match the address on the network configuration page.
  - Click **OK** twice to save the settings and close the dialog boxes.

Problems connecting to a wired network

- If the Configuration light on the control panel does not turn on, make sure that all of the "General network troubleshooting" conditions are met.
- Though it is not recommended that you assign the device with a static IP address, you might resolve some installation problems (such as a conflict with a personal firewall) by doing so.

To reset the device's network settings

1. Press and hold the **Power** button, press **Network** button, (on some models, press the **Wireless** button), two times, press the press the **Cancel** button three times, and release the **Power** button. For more information, see Troubleshooting tips and resources.
2. Press the **Network** button to print the network configuration pag,e and verify that the network settings have been reset. By default, the network name (SSID) is "hpsetup," and the communication mode is "ad hoc."

Clear jams

Occasionally, media becomes jammed during a job. Try the following remedies before you attempt to clear the jam.

- Make sure that you are printing with media that meets specifications. For more information, see Select print media.
- Make sure to print with media that is not wrinkled, folded, or damaged.
- Make sure that the input trays are loaded correctly and are not too full. For more information, see Load media.
- Clear a jam in the device
- Tips for avoiding jams

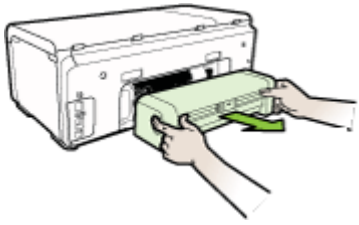
Clear a jam in the device

To clear a jam

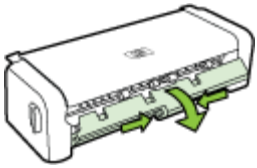
1. Remove all media from the output tray.

   △ **CAUTION:** Trying to clear a paper jam from the front of the device can damage the print mechanism. Always access and clear paper jams through the duplexer.

2. Check the duplexer.
   a. Push the button on either side of the duplexer, and then remove the panel or unit.



   b. Locate any jammed media inside the device, grasp it with both hands, and then pull it towards you.
   c. If the jam is not there, push the latch on the top of the duplexer, and lower its cover. If the jam is inside, carefully remove it. Close the cover.



d. Reinsert the duplexer into the device.

3. Open the top cover and remove any debris.
4. If you have not found the jam and have Tray 2 installed, pull out the tray, and remove the jammed media, if possible. If not, do the following:
   a. Ensure the device is turned off, and disconnect the power cord.
   b. Lift the device off Tray 2.
   c. Remove the jammed media from the bottom of the device or from Tray 2.
   d. Reposition the device on top of Tray 2.
5. Open the cover door. If there is paper remaining inside the device, ensure the carriage has moved to the right of the device, free any paper scraps or wrinkled media, and pull the media towards you through the top of the device.

   ⚠ **WARNING!** Do not reach into the device when it is on and the carriage is stuck. When you open the top cover, the carriage should return to its position on the right side of the device. If it does not move to the right, turn off the device before you remove any jam.
6. After clearing the jam, close all covers, turn on the device (if you turned it off) and resend the print job.

Tips for avoiding jams

- Make sure that nothing is blocking the paper path.
- Do not overload the trays. For more information, see Understand specifications for supported media.
- Load paper properly and when the device is not printing. For more information, see Load media.
- When reinserting Tray 2 (optional) into the device, do so gently. Forceful insertion with a full stack of paper may cause sheets to slide up within the device, causing it to jam or pick multiple sheets at one time.
- Do not use media that is curled or crumpled.
- Always use media that conforms with specifications. For more information, see Select print media.
- Make sure the output tray is not overly full.
- Make sure the media length and width guides are adjusted snugly against the media, but do not crinkle or bend the media.

Errors

This list represents some of the errors you might see on your computer screen (Windows) and how to fix the errors.

- Printhead(s) Missing - The following printhead appears to be missing, not detected, or incorrectly installed
- Incompatible Printhead - The following printhead is not intended for use in this printer
- Printhead problem - The following printhead has a problem
- Device Disconnected

- Replace Cartridge(s) Soon - Replace the following cartridge soon
- Cartridge Problem - The following cartridge appears to be missing or damaged
- Cartridge Problem - The following cartridge must be replaced
- Paper Mismatch - Paper detected does not match paper size or type selected
- The cartridge cradle cannot move. Please turn device power off. Check device for paper jam or other obstruction
- Paper Jam - There is a paper jam (or misfeed). Clear the jam and press the Resume button on the printer
- The printer is out of paper. Load more paper and press the Resume button on the front of the printer
- Incompatible Cartridge(s) - The following cartridge is not intended for use in this printer.
- Printer Offline - Your printer is currently offline
- Printer Paused - Your printer is currently paused
- Document failed to print - The job failed to print due to an error in the printing system
- General printer error

Printhead(s) Missing - The following printhead appears to be missing, not detected, or incorrectly installed

Use the following to correct the error:

To replace the printheads

Incompatible Printhead - The following printhead is not intended for use in this printer

Use the following to correct the error:

To replace the printheads

Printhead problem - The following printhead has a problem

Use the following to correct the error:

To replace the printheads

Device Disconnected

Use the following to correct the error:

Hardware installation suggestions

Replace Cartridge(s) Soon - Replace the following cartridge soon

Use the following to correct the error:

Replace the ink cartridges

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

For information on recycling used ink supplies, see HP inkjet supplies recycling program.

Cartridge Problem - The following cartridge appears to be missing or damaged

Use the following to correct the error:

- Replace the ink cartridges
- HP inkjet supplies recycling program

Cartridge Problem - The following cartridge must be replaced

Use the following to correct the error:

- Replace the ink cartridges
- HP inkjet supplies recycling program

Paper Mismatch - Paper detected does not match paper size or type selected

Use the following to correct the error:

- Load media
- Print on special and custom-sized media
- Change print settings

The cartridge cradle cannot move. Please turn device power off. Check device for paper jam or other obstruction

Use the following to correct the error:

- Clear a jam in the device
- Hardware installation suggestions

Paper Jam - There is a paper jam (or misfeed). Clear the jam and press the Resume button on the printer

Use the following to correct the error:

Clear a jam in the device

The printer is out of paper. Load more paper and press the Resume button on the front of the printer

Use the following to correct the error:

Load media

Incompatible Cartridge(s) - The following cartridge is not intended for use in this printer.

Use the following to correct the error:

- Replace the ink cartridges
- HP inkjet supplies recycling program

Printer Offline - Your printer is currently offline

Use the following to correct the error:

To check if the printer is paused or offline (Windows)

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

To check if the printer is paused or offline (Mac OS X)

1. Click **System Preferences**, click **Print & Fax**, and then click select the printer you want to use.
2. Double-click the icon for your product to open the print queue.
3. If **Hold** is selected, click **Resume**.
4. If you made any changes, try to print again.

Printer Paused - Your printer is currently paused

Use the following to correct the error:

To check if the printer is paused or offline (Windows)

1. Depending upon your operating system, do one of the following:
   - Windows Vista: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers**.
   - Windows XP: On the Windows taskbar, click **Start**, click **Control Panel**, and then click **Printers and Faxes**.
2. Double-click the icon for your product to open the print queue.
3. On the **Printer** menu, make sure there are no check marks next to **Pause Printing** or **Use Printer Offline**.
4. If you made any changes, try to print again.

To check if the printer is paused or offline (Mac OS X)

1. Click **System Preferences**, click **Print & Fax**, and then click select the printer you want to use.
2. Double-click the icon for your product to open the print queue.
3. If **Hold** is selected, click **Resume**.
4. If you made any changes, try to print again.

Document failed to print - The job failed to print due to an error in the printing system

Use the following to correct the error:

Solve printing problems

General printer error

If you are going to move or transport the product after receiving this message, make sure you keep it upright and do not tip it on its side to avoid ink leakage. There was a problem with the product.

Write down the error code provided in the message, and then contact HP support. Go to:

www.hp.com/support.

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

6 Control-panel lights reference

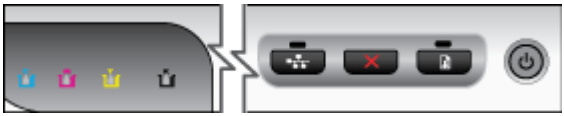
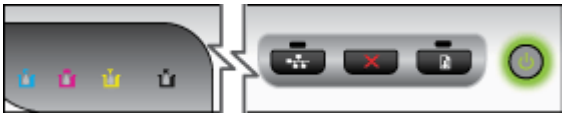
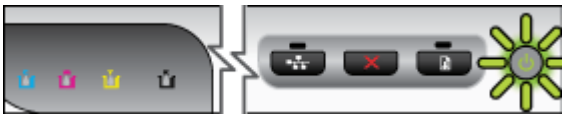
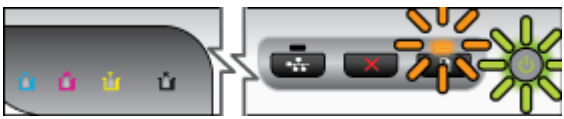
The control-panel lights indicate status and are useful for diagnosing printing problems. This section contains information about the lights, what they indicate, and what action to take if necessary.

- Interpreting control-panel lights

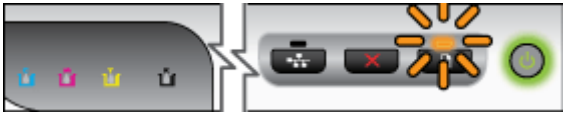
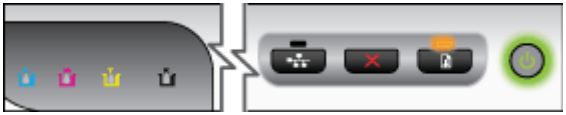
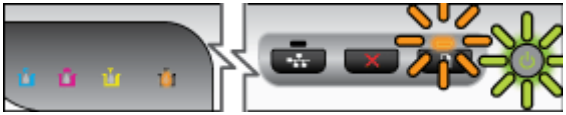
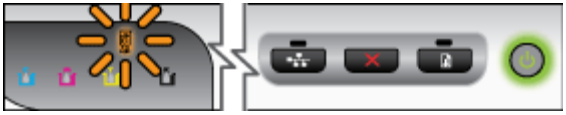
Interpreting control-panel lights

1	Ink cartridge lights
2	Printhead lights **NOTE:** The printhead lights are only visible when a printhead needs attention.
3	**Network** button (available with some models) **Wireless** button (available with some models)
4	**Cancel** button
5	**Resume** button and light
6	**Power** button and light

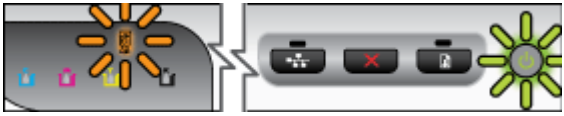
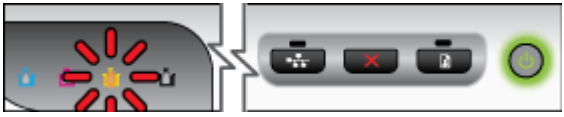
For more information, visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Light description/Light pattern	Explanation and recommended action
All lights are off. 	The device is off. • Connect the power cord. • Press the **Power** button.
The Power light is on. 	The device is ready. No action is required.
The Power light blinks. 	The device is turning on or off, or is processing a print job. No action is required. The device is pausing for the ink to dry. Wait for the ink to dry.
The Power light and the Resume light blink. 	Print media is jammed in the device. Remove all media from the output tray. Locate and clear the jam. For more information, see Clear a jam in the device. The device carriage has stalled. • Open the top cover and remove any obstructions (such as jammed media). • Press the **Resume** button to continue printing. • If the error persists, turn the device off, and then on again.

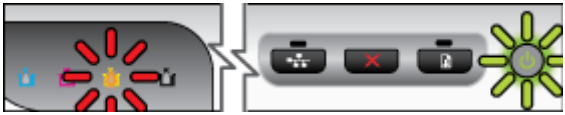
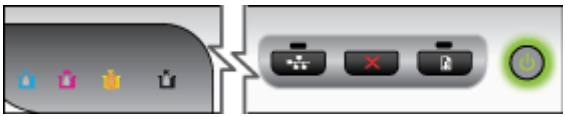
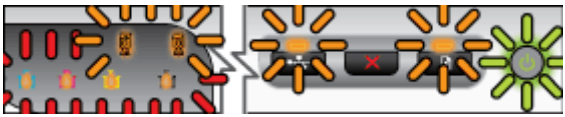
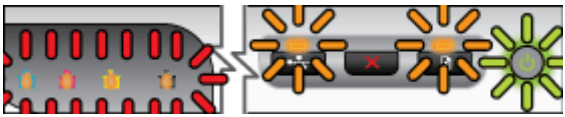
(continued)

Light description/Light pattern	Explanation and recommended action
The Power light is on, and the Resume light blinks. 	The device is out of paper. Load paper, and press the **Resume** button.
The Power light and the Resume light are on. 	A cover is not closed completely. Make sure all covers are completely closed.
The Power light and the Resume light blink, and one or more of the ink cartridge lights are on. 	One or more of the ink cartridges have expired. **CAUTION:** Product failure or damage attributable to the use of an expired ink cartridge will not be covered under warranty. • Replace the indicated ink cartridge. • If you choose to use the expired ink cartridge, press and hold the (**Power** button), and press the **Resume** button three times. All lights except the Power light go off.
The Power light is on, and one or more of the printhead lights blink. 	One or more of the printheads are missing,

(continued)

Light description/Light pattern	Explanation and recommended action
	damaged, or not properly installed. • Install the indicated printhead, and then try to print. • Ensure the indicated printhead is properly installed, and then try to print. Remove and reinsert the printhead if necessary. • If the error still persists, replace the indicated printhead.
The Power light and one or more of the printhead lights blink. 	One or more of the printheads are incompatible or need attention. The printhead is not intended for use in this product. Replace the indicated printhead.
The Power light is on, and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are missing, damaged, or not properly installed. • Install the indicated ink cartridge, and then try to print. Remove and re-insert the ink cartridge a few times if necessary. • If the error persists, replace the indicated ink cartridge. The ink in one of the cartridges is depleted. Replace the cartridge indicated to continue printing. For ordering information, see HP supplies and accessories.

(continued)

Light description/Light pattern	Explanation and recommended action
The Power light and one or more of the ink cartridge lights blink. 	One or more of the ink cartridges are incompatible or need attention. The ink cartridge is not intended for use in this product. Replace the indicated ink cartridge.
The Power light is on, and one or more of the ink cartridge lights are on. 	One or more of the ink cartridges are low on ink and will need to be replaced soon. Get new ink cartridges and replace the existing cartridges when they become empty.
All lights blink. 	A non-recoverable error has occurred. Unplug the power cord, and then plug the power cord back in, and try printing.
The Power light, Resume light, and one or more ink cartridge lights blink. 	Non-HP ink has been detected in one or more of the cartridges. **CAUTION:** Product failure or damage attributable to the use of non-HP ink is not covered under warranty. Replace the cartridge indicated with an original HP cartridge or press (**Resume** button) to use the non-HP ink.

A HP supplies and accessories

This section provides information on HP supplies and accessories for the device. The information is subject to changes, visit the HP Web site (www.hpshopping.com) for the latest updates. You may also make purchases through the Web site.

- Order printing supplies online
- Accessories
- Supplies

Order printing supplies online

To order supplies online or create a printable shopping list, open the HP Solution Center desktop icon that was installed by your HP printer software, and click the **Shopping** icon. Select **Shop Online** or **Print My Shopping List**. HP Solution Center uploads, with your permission, printer information, including model number, serial number, and estimated ink levels. The HP supplies that work in your printer are pre-selected. You can change quantities, add or remove items, and then print the list or purchase online at the HP Store or other online retailers (options differ by country/region). Cartridge information and links to online shopping also appear on ink alert messages.

You can also order online by visiting www.hp.com/buy/supplies. If prompted, choose your country/region, follow the prompts to select your product, and then the supplies you need.

NOTE: Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store, and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

Accessories

250-sheet input tray	CB090A	Optional second tray for up to 250 pages of plain paper
HP Jetdirect en1700 External Print Server	J7988G	External print server
HP Jetdirect en3700 Fast Ethernet Print Server	J7942G	External print server (USB 2.0)
HP Jetdirect ew2400 802.11b/g Wireless and Fast Ethernet External Print Server (USB 2.0, 10/100 Base-TX, 802.11 b/g)	J7951G	Wireless or wired external print server
HP USB Network Print Adapter	Q6275A	USB 2.0 printer adapter that allows you to share the device with multiple computers.
HP Wireless Printing Upgrade Kit	Q6236A, Q6259A	Upgrade non-wireless devices to use 802.11g wireless technology
HP Wireless G Print Server	Q6301A, Q6302A	802.11g print server for wireless communication to a computer

Supplies

This section covers the following topics:

- Ink cartridges and printheads
- HP media

Ink cartridges and printheads

Ordering cartridges online is not supported in all countries/regions. However, many countries have information on ordering by telephone, locating a local store and printing a shopping list. In addition, you can select the 'How to Buy' option at the top of the www.hp.com/buy/supplies page to obtain information about purchasing HP products in your country.

You can find the ink cartridge number in the following places:

- On the **Information** page of the embedded Web server (see Embedded Web server).
- **Windows**: From the **HP Toolbox**, if you have bidirectional communication, click the **Estimated Ink Levels** tab, scroll to display the **Cartridge Details** button, and then click **Cartridge Details**.
- **Mac OS X**: From the **HP Printer Utility,** click **Supply Info** from the **Information and Support** panel, and then click **Retail Supplies Information**.
- On the label of the ink cartridge you are replacing.
- **Solution Center**: From the Solution Center you can view supplies information from the **Shopping** tab or the estimated ink level screen.
- On the configuration page (see Understand the self-test diagnostic page).

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays. You do not need to replace cartridges until prompted to do so.

HP media

To order media such as HP Premium Paper, go to www.hp.com.

FASTER DRYING BOLDER BLACKS ColorLok TECHNOLOGY VIVID COLORS ™	HP recommends plain papers with the ColorLok logo for printing and copying of everyday documents. All papers with the ColorLok logo are independently tested to meet high standards of reliability and print quality, and produce documents with crisp, vivid color, bolder blacks & dry faster than ordinary plain papers. Look for papers with the ColorLok logo in a variety of weights and sizes from major paper manufacturers.

B Support and warranty

The information in Maintain and troubleshoot suggests solutions to common problems. If your device is not operating correctly and those suggestions did not solve your problem, try using one of the following support services to obtain assistance.

This section contains the following topics:

- Obtain electronic support
- Hewlett-Packard limited warranty statement
- Ink cartridge warranty information
- Obtain HP telephone support
- Prepare the device for shipment
- Pack the device

Obtain electronic support

To find support and warranty information, go to the HP Web site at www.hp.com/support. If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

This Web site also offers technical support, drivers, supplies, ordering information, and other options such as:

- Access online support pages.
- Send HP an e-mail message for answers to your questions.
- Connect with an HP technician by using online chat.
- Check for software updates.

You can also obtain support from HP from the following electronic sources:

- **HP Toolbox (Windows):** The HP Toolbox provides easy, step-by-step solutions to common printing problems. For more information, see HP Toolbox (Windows).
- **Embedded Web server:** When the device is connected to a network, you can use the embedded Web server to view status information, change settings, and manage the device at your computer. For more information, see Embedded Web server.

Support options and availability vary by product, country/region, and language.

Hewlett-Packard limited warranty statement

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	1 year unless otherwise stated

A. Extent of limited warranty
   1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
   2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
   3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
      a. Improper maintenance or modification;
      b. Software, media, parts, or supplies not provided or supported by HP;
      c. Operation outside the product's specifications;
      d. Unauthorized modification or misuse.
   4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
   5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
   6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
   7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
   8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
   9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
   10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty
   TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
   1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
   2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
   1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
   2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
      a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
      b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
      c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
   3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

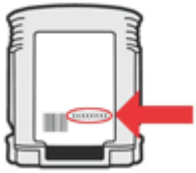
You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN
Malta: Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta
South Africa: Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa

Ink cartridge warranty information

The HP cartridge warranty is applicable when the product is used in its designated HP printing device. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

During the warranty period the product is covered as long as the HP ink is not depleted and the end of warranty date has not been reached. The end of warranty date, in YYYY-MM format, may be found on the product as indicated:



Obtain HP telephone support

During the warranty period, you may obtain assistance from the HP Customer Care Center.

NOTE: HP does not provide telephone support for Linux printing. All support is provided online at the following Web site: https://launchpad.net/hplip. Click the **Ask a question** button to begin the support process.

The HPLIP Web site does not provide support for Windows or Mac OS X. If you are using these operating systems, visit www.hp.com/support.

This section contains the following topics:

- Before you call
- Support process
- HP support by phone
- Additional warranty options
- HP Quick Exchange Service (Japan)
- HP Korea customer support

Before you call

Visit the HP Web site (www.hp.com/support) for the latest troubleshooting information, or product fixes and updates.

Software programs from other companies might be included with the HP device. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

NOTE: This information does not apply to customers in Japan. For information on service options in Japan, see HP Quick Exchange Service (Japan).

To assist our Customer Care Center representatives to serve you better, prepare the following information if you need to call HP.

1. Print the self-test diagnostic page of the device. For more information, see Understand the self-test diagnostic page. If the device does not print, get the following information ready:
   - Device model
   - Model number and serial number (check the back of the device)
2. Check the operating system that you are using, such as Windows XP.
3. If the device is connected to the network, check the network operating system.
4. Note how the device is connected to your system, such as through USB or network connection.
5. Obtain the version number of the printer software. (To find the version number of the printer driver, open the printer settings or properties dialog box, and click the **About** tab.)
6. If you have a problem printing from a particular application, note the application and version number.

Support process

If you have a problem, follow these steps

1. Check the documentation that came with the device.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP device

- Valuable troubleshooting information for common problems
- Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP device

3. Call HP support. Support options and availability vary by device, country/region, and language.

HP support by phone

The phone support numbers and associated costs listed here are those in effect at time of this material publication. For the most current HP list of telephone support numbers and call-cost information, see www.hp.com/support.

This section contains the following topics:

- Phone support period
- Telephone support numbers
- Placing a call
- After the phone support period

Phone support period

One year of phone support is available in North America, Asia Pacific, and Latin America (including Mexico).

To determine the duration of phone support in Europe, the Middle East, and Africa, go to www.hp.com/support. Standard phone company charges apply.

Telephone support numbers

For the most current list of telephone support numbers, see www.hp.com/support.

www.hp.com/support

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417 0,145 € p/m
17212049	البحرين
België	+32 070 300 005 0,174 €
Belgique	+32 070 300 004 0,174 €
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	www.hp.com/support
Chile	800-360-999
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	571-606-9191
Colombia	01-8000-51-4746-8368
Costa Rica	0-800-011-1046
Česká republika	810 222 222
Danmark	+45 70 202 845 0,25 DKK
Ecuador (Andinatel)	1-999-119 ☏ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☏ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059 0,078 €
France	+33 0892 69 60 22 0,337 €
Deutschland	+49 01805 652 180 0,14 € aus dem deutschen Festnetz - bei Anrufen aus Mobilfunknetzen können andere Preise gelten
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	+353 1890 923 902 0,05 €
1-700-503-048	ישראל
Italia	+39 848 800 871 0,023 €

Jamaica	1-800-711-2884
日本	0570-000511
日本	03-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	+352 900 40 006 0,161 €
Luxemburg (Deutsch)	+352 900 40 007 0,161 €
Malaysia	1800 88 8588
Mauritius	(230) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
Maroc	081 005 010
Nederland	+31 0900 2020 165 0,20 €
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070 0,39 NOK
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
Perú	0-800-10111
Philippines	2 867 3551
Polska	801 800 235
Portugal	+351 808 201 492 0,024 €
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284 0,03 €
Россия (Санкт-Петербург)	812 332 4240 0,08 €
800 897 1415	السعوبية
Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767 0,015 €
Sverige	+46 077 120 4765 0,23 SEK
Switzerland	+41 0848 672 672 0.08 CHF
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	+44 0870 010 4320 0.05 £
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 88234530

Placing a call

Call HP support while you are in front of the computer and the HP device. Be prepared to provide the following information:

- Model number (located on the label on the front of the device)
- Serial number (located on the back or bottom of the device)
- Messages that appear when the situation occurs
- Answers to these questions:
  - Has this situation happened before?
  - Can you re-create it?
  - Did you add any new hardware or software to your computer at about the time that this situation began?
  - Did anything else occur prior to this situation (such as a thunderstorm, HP device was moved, etc.)?

After the phone support period

After the phone support period, help is available from HP at an additional cost. Help may also be available at the HP online support Web site: www.hp.com/support. Contact your HP dealer or call the support phone number for your country/region to learn more about support options.

Additional warranty options

Extended service plans are available for the HP device at additional costs. Go to www.hp.com/support, select your country/region and language, then explore the services and warranty area for information about the extended service plans.

HP Quick Exchange Service (Japan)

HP クイック・エクスチェンジサービス

製品に問題がある場合は、以下に記載されている電話番号に連絡してください。故障している、または問題があると判断された場合、保障期間中は無料で製品を交換し、故障した製品を回収します。

電話番号：　0570-000511（ナビダイヤル）
03-3335-9800（ナビダイヤルをご利用いただけない場合）
サポート時間：　平日の午前 9:00 から午後 5:00 まで
土日の午前 10:00 から午後 5:00 まで
祝祭日および 1月 1日から 3日は除きます。

サービスの条件：
- サポートの提供は、カスタマケアセンターを通してのみ行われます。
- カスタマケアセンターがプリンタの不具合と判断した場合に、サービスを受けることができます。
  ご注意：ユーザの扱いが不適切であったために故障した場合は、保障期間中であっても修理は有料となります。詳細については保証書を参照してください。

その他の制限：
- 運搬の時間はお住まいの地域によって異なります。詳しくは、カスタマケアセンターに連絡してご確認ください。
- 出荷配送は、当社指定の配送業者が行います。
- 配送は交通事情などの諸事情によって、遅れる場合があります。
- このサービスは、将来予告無しに変更することがあります。

For instructions on how to pack your product for exchange, see Pack the device.

HP Korea customer support

HP 한국 고객 지원 문의
- 고객 지원 센터 대표 전화
  1588-3003
- 제품가격 및 구입처 정보 문의 전화
  080-703-0700
- 전화 상담 가능 시간:
  평　일 09:00~18:00
  토요일 09:00~13:00
  (일요일, 공휴일 제외)

Prepare the device for shipment

If after contacting HP Customer Support or returning to the point of purchase, you are requested to send the device in for service, make sure you remove and keep the following items before returning your device:

- The ink cartridges and printheads
- The power cord, USB cable, and any other cable connected to the device
- Any paper loaded in the input tray
- Remove any originals you might have loaded in the device

This section contains the following topics:

- Remove the ink cartridges and printheads before shipment

Remove the ink cartridges and printheads before shipment

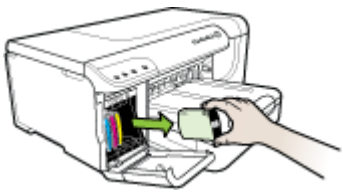
Before you return the device, make sure you remove your ink cartridges and printheads.

NOTE: This information does not apply to customers in Japan.

To remove ink cartridges before shipment

1. Turn the device and wait until the print carriage is idle and silent. If the device will not turn on, skip this step and go to step 2.
2. Gently pull open the ink cartridge cover.

3. Remove the ink cartridges from their slots by grasping each between your thumb and forefinger and pulling it firmly toward you.

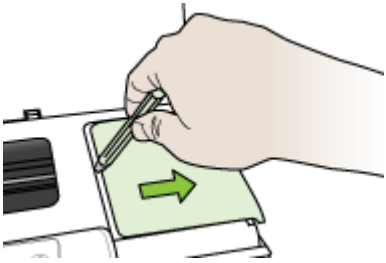


4. Place the ink cartridges in an airtight plastic container so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to do so. For more information on storing supplies, see Store printing supplies.
5. Close the ink cartridge door and wait a few minutes for the print carriage to move back to its home position (on the right side).
6. Press the **Power** button to turn off the device.

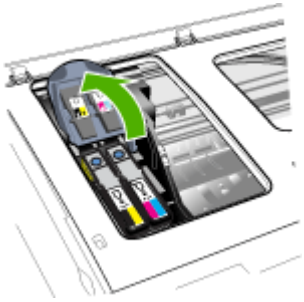
To remove printheads before shipment

1. Open the top cover.
2. If the print carriage does not move to the left automatically, press and hold the **Resume** button until the carriage moves to the left. Wait for the print carriage to stop moving, and then unplug the power cord from the printer.

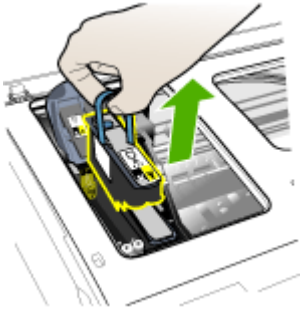
   NOTE: If the printer cannot be powered on, use a pen to remove the printhead cover.



3. Lift the printhead latch.



4. Lift the handle of a printhead, and use it to pull the printhead out of its slot.



5. Place the printheads in an airtight plastic container--nozzles facing up and not touching each other or the container--so they will not dry out, and put them aside. Do not send them with the device unless the HP customer support call agent instructs you to.
6. Close the top cover.

NOTE: If you have opened the printhead cover, use your thumb to press the catch, and reinsert the printhead cover.

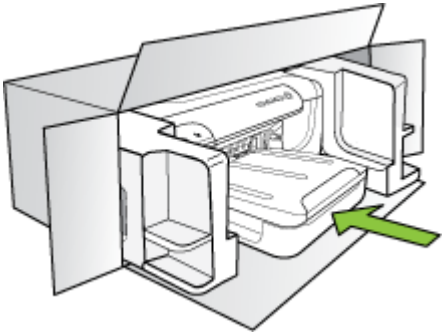
7. After the printer is idle and the print carriage has returned to its parked position, press the **Power** button to turn off the device.

Pack the device

Complete the following steps after you have prepared the device for shipment:

To pack the device

1. If available, pack the device for shipment by using the original packaging materials, or use the packaging materials that came with your replacement device.



If you do not have the original packaging materials, please use other adequate packaging materials. Shipping damage caused by improper packaging and/or improper transportation is not covered under the warranty.

2. Place the return shipping label on the outside of the box.
3. Include the following items in the box:
   - A complete description of symptoms for service personnel (samples of print quality problems are helpful).
   - A copy of the sales slip or other proof of purchase to establish the warranty coverage period.
   - Your name, address, and a phone number where you can be reached during the day.

C Device specifications

For media and media-handling specifications, see Understand specifications for supported media.

- Physical specifications
- Product features and capacities
- Processor and memory specifications
- System requirements
- Network protocol specifications
- Embedded Web server specifications
- Print resolution
- Environmental specifications
- Electrical specifications
- Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Physical specifications

Size (width x height x depth)
Device with duplexer: 494 x 180 x 479 mm (19.5 x 7.1 x 18.9 inches)
With Tray 2: Adds 66 mm (2.6 inches) to the height of the device.

Device weight (does not include printing supplies)
Device with duplexer: 7.2 kg (17.2 lb)
With Tray 2: Adds 2.6 kg (5.7 lb)

Product features and capacities

Feature	Capacity
Connectivity	• USB 2.0-compliant high speed • Fast Ethernet 10/100Base-TX for wired network connection (some models only) • Wireless 802.11b/g (some models only)
Print method	Drop-on-demand thermal inkjet printing
Ink cartridges	Four ink cartridges (one each for black, cyan, magenta, and yellow)
Printheads	Two printheads (one black and yellow, and one magenta and cyan)
Supply yields	Visit www.hp.com/go/learnaboutsupplies/ for more information on estimated ink cartridge yields.
Device languages	HP PCL 3 enhanced
Font support	US fonts: CG Times, CG Times Italic, Universe, Universe Italic, Courier, Courier Italic, Letter Gothic, Letter Gothic Italic.
Duty cycle	Up to 5,000 pages per month

Processor and memory specifications

Device processor

384MHz ARM11

Device memory

- 32 MB built-in RAM
- 8 MB built-in MROM + 2 MB built-in Flash ROM

System requirements

NOTE: For the most current information about supported operating systems and system requirements, visit http://www.hp.com/support/.

Operating system compatibility

- Windows 2000, Windows XP, Windows XP x64, Windows Vista

  NOTE: For Windows 2000 SP4, Windows XP x64 Edition SP 1, Windows XP SP 1 Starter Edition, and Windows Vista Starter Edition only printer drivers and the Toolbox are available.

- Mac OS X (v10.4, v10.5)
- Linux (For more information, see www.hp.com/go/linuxprinting).

Minimum requirements

- Microsoft Windows® 2000 Service Pack 4: Intel® Pentium II or Celeron® processor, 128 MB RAM, 160 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft Windows XP (32-bit) Service Pack 1: Intel Pentium II or Celeron processor, 512 MB RAM, 225 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft® Windows x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon or Pentium processor with Intel EM64T support, 512MB RAM, 160 MB free hard disk space, Microsoft Internet Explorer 6.0
- Microsoft Windows Vista: 800 MHz 32-bit (x86) or 64-bit (x64) processor, 512 MB RAM, 225 MB free hard disk space, Microsoft Internet Explorer 7.0
- **Mac OS X (v10.4.11, v10.5)**: PowerPC G3, G4, G5, or Intel Core processor, 256 MB memory, 500 MB free hard disk space
- **Quick Time 5.0 or later (Mac OS X)**
- Adobe Acrobat Reader 5.0 or later

Recommended requirements

- Microsoft Windows 2000 Service Pack 4: Intel Pentium III or higher processor, 256 MB RAM, 160 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft Windows XP (32-bit) Service Pack 1: Intel Pentium III or higher processor, 512MB RAM, 360 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft® Windows® XP x64 Service Pack 1: AMD Athlon 64 or AMD Opteron processor, Intel Xeon processor with Intel EM64T support, or Intel Pentium 4 processor with Intel EM64T support, 512MB RAM, 160 MB free hard disk space, Microsoft Internet Explorer 6.0 or later
- Microsoft Windows Vista: 1 GHz 32-bit (x86) or 64-bit (x64) processor, 1 GB RAM, 355 MB free hard disk space, Microsoft Internet Explorer 7.0 or later
- **Mac OS X (v10.4.11, v10.5):** PowerPC G3, G4, G5, or Intel Core processor, 512 MB memory - 500 MB free hard disk space
- **Microsoft Internet Explorer 6.0 or later (Windows 2000, Windows XP); Internet Explorer 7.0 or later (Windows Vista)**

Network protocol specifications

Network operating system compatibility

- Windows 2000, Windows XP (32-bit), Windows XP x64 (Professional and Home Editions), Windows Vista
- Mac OS X (v10.4.x, v10.5)
- Microsoft Windows 2000 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Microsoft Windows 2000 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2000 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services
- Microsoft Windows 2003 Server Terminal Services with Citrix Presentation Server 4.0
- Microsoft Windows 2003 Server Terminal Services with Citrix Metaframe XP with Feature Release 3
- Novell Netware 6, 6.5, Open Enterprise Server 6.5

Compatible network protocols

TCP/IP

Network management

Embedded Web server

Features

- Ability to remotely configure and manage network devices
- myPrintMileage

Embedded Web server specifications

Requirements

- A TCP/IP-based network (IPX/SPX-based networks are not supported)
- A Web browser (either Microsoft Internet Explorer 6.0 or higher, Mozilla Firefox 1.0 or higher, Opera 8.0 or higher, or Safari 1.2, or higher)
- A network connection (you cannot use the embedded Web server connected directly to a computer with a USB cable)
- An Internet connection (required for some features)

  NOTE: You can open the embedded Web server without being connected to the Internet. However, some features will not be available.

- It must be on the same side of a firewall as the device.

Print resolution

Black

Up to 1200 dpi with pigmented black ink

Color

HP enhanced photo quality (up to 4800 by 1200 dpi Optimized on HP Premium Plus photo papers with 1200 x 1200 input dpi)

Environmental specifications

Operating environment

Operating temperature: 5° to 40° C (41° to 104° F)
Recommended operating conditions: 15° to 32° C (59° to 90° F)
Recommended relative humidity: 25 to 75% noncondensing

Storage environment

Storage temperature: -40° to 60° C (-40° to 140° F)
Storage relative humidity: Up to 90% noncondensing at a temperature of 65° C (150° F)

Electrical specifications

Power supply

Universal power adapter (external)

Power requirements

Input voltage: 100 to 240 VAC (± 10%), 50 to 60 Hz (± 3Hz)
Output voltage: 32 Vdc, 2000 mA

Power consumption

26 watts (Fast Draft Mode)

Acoustic emission specifications (print in Draft mode, noise levels per ISO 7779)

Sound pressure (bystander position)
LpAd 54 (dBA)

Sound power
LwAd 6.7 (BA)

D Regulatory information

This section contains the following topics:

- FCC statement
- Notice to users in Korea
- VCCI (Class B) compliance statement for users in Japan
- Notice to users in Japan about the power cord
- Toxic and hazardous substance table
- Regulatory information for wireless products
- Regulatory model number
- Declaration of conformity
- Environmental product stewardship program
- Third-party licenses

FCC statement

FCC statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

For further information, contact:

Manager of Corporate Product Regulations
Hewlett-Packard Company
3000 Hanover Street
Palo Alto, Ca 94304
(650) 857-1501

Modifications (part 15.21)

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by HP may void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Notice to users in Korea

사용자 안내문(B급 기기)

이 기기는 비업무용으로 전자파 적합 등록을 받은 기기로서, 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

VCCI (Class B) compliance statement for users in Japan

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると受信障害を引き起こすことがあります。

取り扱い説明書に従って正しい取り扱いをして下さい。

Notice to users in Japan about the power cord

製品には、同梱された電源コードをお使い下さい。

同梱された電源コードは、他の製品では使用出来ません。

Toxic and hazardous substance table

有毒有害物质表

根据中国《电子信息产品污染控制管理办法》

零件描述	有毒有害物质和元素					
	铅	汞	镉	六价铬	多溴联苯	多溴联苯醚
外壳和托盘*	0	0	0	0	0	0
电线*	0	0	0	0	0	0
印刷电路板*	X	0	0	0	0	0
打印系统*	X	0	0	0	0	0
显示器*	X	0	0	0	0	0
喷墨打印机墨盒*	0	0	0	0	0	0
驱动光盘*	X	0	0	0	0	0
扫描仪*	X	X	0	0	0	0
网络配件*	X	0	0	0	0	0
电池板*	X	0	0	0	0	0
自动双面打印系统*	0	0	0	0	0	0
外部电源*	X	0	0	0	0	0

0: 指此部件的所有均一材质中包含的这种有毒有害物质，含量低于SJ/T11363-2006 的限制
X: 指此部件使用的均一材质中至少有一种包含的这种有毒有害物质，含量高于SJ/T11363-2006 的限制
注：环保使用期限的参考标识取决于产品正常工作的温度和湿度等条件
*以上只适用于使用这些部件的产品

Regulatory information for wireless products

This section contains the following regulatory information pertaining to wireless products:

- Exposure to radio frequency radiation
- Notice to users in Brazil
- Notice to users in Canada
- Notice to users in Taiwan
- European Union regulatory notice

Exposure to radio frequency radiation

Exposure to radio frequency radiation

Caution The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized. This product and any attached external antenna, if supported, shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20 cm (8 inches) during normal operation.

Notice to users in Brazil

Aviso aos usuários no Brasil

Este equipamento opera em caráter secundário, isto é, não tem direito à proteção contra interferência prejudicial, mesmo de estações do mesmo tipo, e não pode causar interferência a sistemas operando em caráter primário. (Res.ANATEL 282/2001).

Notice to users in Canada

Notice to users in Canada/Note à l'attention des utilisateurs canadiens

For Indoor Use. This digital apparatus does not exceed the Class B limits for radio noise emissions from the digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. The internal wireless radio complies with RSS 210 and RSS GEN of Industry Canada.

Utiliser à l'intérieur. Le présent appareil numérique n'émet pas de bruit radioélectrique dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada. Le composant RF interne est conforme a la norme RSS-210 and RSS GEN d'Industrie Canada.

Notice to users in Taiwan

低功率電波輻射性電機管理辦法

第十二條

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更設計之特性及功能。

第十四條

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫藥用電波輻射性電機設備之干擾。

European Union regulatory notice

European Union Regulatory Notice

Products bearing the CE marking comply with the following EU Directives:

- Low Voltage Directive 2006/95/EC
- EMC Directive 2004/108/EC

CE compliance of this product is valid only if powered with the correct CE-marked AC adapter provided by HP.

If this product has telecommunications functionality, it also complies with the essential requirements of the following EU Directive:

- R&TTE Directive 1999/5/EC

Compliance with these directives implies conformity to harmonized European standards (European Norms) that are listed in the EU Declaration of Conformity issued by HP for this product or product family. This compliance is indicated by the following conformity marking placed on the product.

The wireless telecommunications functionality of this product may be used in the following EU and EFTA countries:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland and United Kingdom.

Products with 2.4-GHz wireless LAN devices

France
For 2.4 GHz Wireless LAN operation of this product certain restrictions apply: This product may be used indoor for the entire 2400-2483.5 MHz frequency band (channels 1-13). For outdoor use, only 2400-2454 MHz frequency band (channels 1-9) may be used. For the latest requirements, see http://www.art-telecom.fr.

Italy
License required for use. Verify with your dealer or directly with the General Direction for Frequency Planning and Management (Direzione Generale Pianificazione e Gestione Frequenze).

Regulatory model number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-0702-01 (HP Officejet Pro 8000 Printer) or SNPRC-0702-02 (HP Officejet Pro 8000 Wireless Printer). This regulatory number should not be confused with the marketing name (HP Officejet Pro 8000 Printer) or product number.

Declaration of conformity

DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

Supplier's Name:	Hewlett-Packard Company	**DoC#:** SNPRC-0702-01-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502	

declares, that the product

Product Name:	HP Officejet Pro 8000 Printer Series
Regulatory Model Number:[1)]	SNPRC-0702-01
Product Options:	C9101A / Automatic 2-Sided Printing Device
	CB090A / 250-sheet Paper Tray

conforms to the following Product Specifications and Regulations:

SAFETY:	IEC 60950-1:2001 / EN60950-1:2001 + A11:2004 EN 60825-1 1994+A1:2002+A2: 2001
EMC:	CISPR 22:2005/ EN 55022: 2006 Class B[(4)] EN 55024:1998 +A1:2001 + A2:2003 EN 61000-3-2: 2000 + A2: 2005 EN 61000-3-3:1995 +A1: 2001 FCC CFR 47, Part 15 Class B[(4)] / ICES-003, Issue 4 Class B[(4)]

Supplementary Information:

1. This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
2. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.
3. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
4. The product was tested in a typical configuration

Singapore
April 2008

Wong Soo Min, Director Quality
Imaging & Printing Manufacturing Operations

Local contact for regulatory topics only:
EMEA: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Strasse 140, 71034 Boeblingen, Germany www.hp.com/go/certificates
USA : Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

DECLARATION OF CONFORMITY

according to ISO/IEC 17050-1 and EN 17050-1

Supplier's Name:	Hewlett-Packard Company	**DoC#:** SNPRC-0702-02-A
Supplier's Address:	60, Alexandra Terrace, # 07-01 The Comtech, Singapore 118502	

declares, that the product

Product Name:	HP Officejet Pro 8000 Printer Series
Regulatory Model Number:[1)]	SNPRC-0702-02
Product Options:	C9101A / Automatic 2-Sided Printing Device
	CB090A / 250-sheet Paper Tray
Radio Module Number:	RSVLD-0608

conforms to the following Product Specifications and Regulations:

SAFETY:	IEC 60950-1:2001 / EN60950-1:2001 + A11:2004 EN 60825-1 1994+A1:2002+A2: 2001
EMC:	CISPR 22:2005/ EN 55022: 2006 Class B[(4)] EN 55024:1998 +A1:2001 + A2:2003 EN 61000-3-2: 2000 + A2: 2005 EN 61000-3-3:1995 +A1: 2001 FCC CFR 47, Part 15 Class B[(4)] / ICES-003, Issue 4 Class B[(4)]
RADIO:	EN 301 489-1 V1.6.1:2005 / EN 301 489-17 V1.2.1:2002 EN 300 328 V1.7.1:2006

Supplementary Information:

1. This product is assigned a Regulatory Model Number which stays with the regulatory aspects of the design. The Regulatory Model Number is the main product identifier in the regulatory documentation and test reports, this number should not be confused with the marketing name or the product numbers.
2. This product complies with the requirements of the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC and the R&TTE Directive 99/5/EC, and carries the CE-marking accordingly. In addition, it complies with the WEEE Directive 2002/96/EC and RoHS Directive 2002/95/EC.
3. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two Conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
4. The product was tested in a typical configuration

Singapore
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USA : Hewlett-Packard, 3000 Hanover St., Palo Alto 94304, U.S.A. 650-857-1501

Environmental product stewardship program

Hewlett-Packard is committed to providing quality products in an environmentally sound manner. Design for recycling has been incorporated into this product. The number of materials has been kept to a minimum while ensuring proper functionality and reliability. Dissimilar materials have been designed to separate easily. Fasteners and other connections are easy to locate, access, and remove using common tools. High priority parts have been designed to access quickly for efficient disassembly and repair.

For more information, visit HP's Commitment to the Environment Web site at:

www.hp.com/hpinfo/globalcitizenship/environment/index.html

This section contains the following topics:

- Paper use
- Plastics
- Material safety data sheets
- Recycling program
- HP inkjet supplies recycling program
- Disposal of waste equipment by users in private households in the European Union
- Power consumption
- Chemical Substances

Paper use

This product is suited for the use of recycled paper according to DIN 19309 and EN 12281:2002.

Plastics

Plastic parts over 25 grams are marked according to international standards that enhance the ability to identify plastics for recycling purposes at the end of product life.

Material safety data sheets

Material safety data sheets (MSDS) can be obtained from the HP Web site at:

www.hp.com/go/msds

Recycling program

HP offers an increasing number of product return and recycling programs in many countries/regions, and partners with some of the largest electronic recycling centers throughout the world. HP conserves resources by reselling some of its most popular products. For more information regarding recycling of HP products, please visit:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

HP inkjet supplies recycling program

HP is committed to protecting the environment. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges and ink cartridges free of charge. For more information, go to the following Web site:

www.hp.com/hpinfo/globalcitizenship/environment/recycle/

Disposal of waste equipment by users in private households in the European Union

English

Disposal of Waste Equipment by Users in Private Households in the European Union
This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the shop where you purchased the product.

Français

Évacuation des équipements usagés par les utilisateurs dans les foyers privés au sein de l'Union européenne
La présence de ce symbole sur le produit ou sur son emballage indique que vous ne pouvez pas vous débarrasser de ce produit de la même façon que vos déchets courants. Au contraire, vous êtes responsable de l'évacuation de vos équipements usagés et, à cet effet, vous êtes tenu de les remettre à un point de collecte agréé pour le recyclage des équipements électriques et électroniques usagés. Le tri, l'évacuation et le recyclage séparés de vos équipements usagés permettent de préserver les ressources naturelles et de s'assurer que ces équipements sont recyclés dans le respect de la santé humaine et de l'environnement. Pour plus d'informations sur les lieux de collecte des équipements usagés, veuillez contacter votre mairie, votre service de traitement des déchets ménagers ou le magasin où vous avez acheté le produit.

Deutsch

Entsorgung von Elektrogeräten durch Benutzer in privaten Haushalten in der EU
Dieses Symbol auf dem Produkt oder dessen Verpackung gibt an, dass das Produkt nicht zusammen mit dem Restmüll entsorgt werden darf. Es obliegt daher Ihrer Verantwortung, das Gerät an einer entsprechenden Stelle für die Entsorgung oder Wiederverwertung von Elektrogeräten aller Art abzugeben (z.B. ein Wertstoffhof). Die separate Sammlung und das Recyceln Ihrer alten Elektrogeräte zum Zeitpunkt ihrer Entsorgung trägt zum Schutz der Umwelt bei und gewährleistet, dass sie auf eine Art und Weise recycelt werden, die keine Gefährdung für die Gesundheit des Menschen und der Umwelt darstellt. Weitere Informationen darüber, wo Sie alte Elektrogeräte zum Recyceln abgeben können, erhalten Sie bei den örtlichen Behörden, Wertstoffhöfen oder dort, wo Sie das Gerät erworben haben.

Italiano

Smaltimento di apparecchiature da rottamare da parte di privati nell'Unione Europea
Questo simbolo che appare sul prodotto o sulla confezione indica che il prodotto non deve essere smaltito assieme agli altri rifiuti domestici. Gli utenti devono provvedere allo smaltimento delle apparecchiature da rottamare portandole al luogo di raccolta indicato per il riciclaggio delle apparecchiature elettriche ed elettroniche. La raccolta e il riciclaggio separati delle apparecchiature da rottamare in fase di smaltimento favoriscono la conservazione delle risorse naturali e garantiscono che tali apparecchiature vengano rottamate nel rispetto dell'ambiente e della tutela della salute. Per ulteriori informazioni sui punti di raccolta delle apparecchiature da rottamare, contattare il proprio comune di residenza, il servizio di smaltimento dei rifiuti locale o il negozio presso il quale è stato acquistato il prodotto.

Español

Eliminación de residuos de aparatos eléctricos y electrónicos por parte de usuarios domésticos en la Unión Europea
Este símbolo en el producto o en el embalaje indica que no se puede desechar el producto junto con los residuos domésticos. Por el contrario, si debe eliminar este tipo de residuo, es responsabilidad del usuario entregarlo en un punto de recogida designado de reciclado de aparatos electrónicos y eléctricos. El reciclaje y la recogida por separado de estos residuos en el momento de la eliminación ayudará a preservar recursos naturales y a garantizar que el reciclaje proteja la salud y el medio ambiente. Si desea información adicional sobre los lugares donde puede dejar estos residuos para su reciclado, póngase en contacto con las autoridades locales de su ciudad, con el servicio de gestión de residuos domésticos o con la tienda donde adquirió el producto.

Český

Likvidace vyloužilého zařízení uživateli v domácnosti v zemích EU
Tato značka na produktu nebo na jeho obalu označuje, že tento produkt nesmí být likvidován prostým vyhozením do běžného domovního odpadu. Odpovídáte za to, že vyloužilé zařízení bude předáno k likvidaci do stanovených sběrných míst určených k recyklaci vyloužilých elektrických a elektronických zařízení. Likvidace vyloužilého zařízení samostatným sběrem a recyklací napomáhá zachování přírodních zdrojů a zajišťuje, že recyklace probíhne způsobem chránícím lidské zdraví a životní prostředí. Další informace o tom, kam můžete vyloužilé zařízení předat k recyklaci, můžete získat od úřadů místní samosprávy, od společností provádějící svoz a likvidaci domovního odpadu nebo v obchodě, kde jste produkt zakoupili.

Dansk

Bortskaffelse af affaldsudstyr for brugere i private husholdninger i EU
Dette symbol på produktet eller på dets emballage indikerer, at produktet ikke må bortskaffes sammen med andet husholdningsaffald. I stedet er det dit ansvar at bortskaffe affaldsudstyr ved at aflevere det på dertil beregnede indsamlingssteder med henblik på genbrug af elektrisk og elektronisk affaldsudstyr. Den separate indsamling og genbrug af dit affaldsudstyr på tidspunktet for bortskaffelse er med til at bevare naturlige ressourcer og sikre, at genbrug finder sted på en måde, der beskytter mennesker helbred samt miljøet. Hvis du vil vide mere om, hvor du kan aflevere dit affaldsudstyr til genbrug, kan du kontakte kommunen, det lokale renovationsvæsen eller den forretning, hvor du købte produktet.

Nederlands

Afvoer van afgedankte apparatuur door gebruikers in particuliere huishoudens in de Europese Unie
Dit symbool op het product of de verpakking geeft aan dat dit product niet mag worden afgevoerd met het huishoudelijk afval. Het is uw verantwoordelijkheid uw afgedankte apparatuur af te leveren op een aangewezen inzamelpunt voor de verwerking van afgedankte elektrische en elektronische apparatuur. De gescheiden inzameling en verwerking van uw afgedankte apparatuur draagt bij tot het sparen van natuurlijke bronnen en tot het hergebruik van materiaal op een wijze die de volksgezondheid en het milieu beschermt. Voor meer informatie over waar u uw afgedankte apparatuur kunt inleveren voor recycling kunt u contact opnemen met het gemeentehuis in uw woonplaats, de reinigingsdienst of de winkel waar u het product hebt aangeschaft.

Eesti

Eramajapidamistes kasutuselt kõrvaldatavate seadmete käitlemine Euroopa Liidus
Kui tootel või toote pakendil on see sümbol, ei tohi seda toodet visata olmejäätmete hulka. Teie kohus on viia tarbetuks muutunud seade selleks ettenähtud elektri- ja elektroonikaseadmete utiliseerimiskohta. Utiliseeritavate seadmete eraldi kogumine ja käitlemine aitab säästa loodusvarasid ning tagada, et käitlemine toimub inimeste tervisele ja keskkonnale ohutult. Lisateavet selle kohta, kuhu saate utiliseeritava seadme käitlemiseks viia, saate küsida kohalikust omavalitsusest, olmejäätmete utiliseerimispunktist või kauplusest, kust te seadme ostsite.

Suomi

Hävitettävien laitteiden käsittely kotitalouksissa Euroopan unionin alueella
Tämä tuotteessa tai sen pakkauksessa oleva merkintä osoittaa, että tuotetta ei saa hävittää talousjätteiden mukana. Käyttäjän velvollisuus on huolehtia siitä, että hävitettävää laite toimitetaan sähkö- ja elektroniikkalaiteromun keräyspisteeseen. Hävitettävien laitteiden erillinen keräys ja kierrätys säästää luonnonvaroja. Näin toimimalla varmistetaan myös, että kierrätys tapahtuu tavalla, joka suojelee ihmisten terveyttä ja ympäristöä. Saat tarvittaessa lisätietoja jätteiden kierrätyspaikoista paikallisilta viranomaisilta, jäteyhtiöiltä tai tuotteen jälleenmyyjältä.

Ελληνικά

Απόρριψη άχρηστων συσκευών στην Ευρωπαϊκή Ένωση
Το παρόν σύμβολο στον εξοπλισμό ή στη συσκευασία του υποδεικνύει ότι το προϊόν αυτό δεν πρέπει να πετιγτεί μαζί με άλλα οικιακά απορρίμματα. Αντίθετα, ευθύνη σας είναι να απορρίψετε τις άχρηστες συσκευές σε μια καθορισμένη μονάδα συλλογής απορριμμάτων για την ανακύκλωση άχρηστου ηλεκτρικού και ηλεκτρονικού εξοπλισμού. Η χωριστή συλλογή και ανακύκλωση των άχρηστων συσκευών θα συμβάλει στη διατήρηση των φυσικών πόρων και στη διασφάλιση ότι θα ανακυκλωθούν με τέτοιον τρόπο, ώστε να προστατεύεται η υγεία των ανθρώπων και το περιβάλλον. Για περισσότερες πληροφορίες σχετικά με το πού μπορείτε να απορρίψετε τις άχρηστες συσκευές για ανακύκλωση, επικοινωνήστε με τις κατά τόπους αρμόδιες αρχές ή με το κατάστημα από το οποίο αγοράσατε το προϊόν.

Magyar

A hulladékanyagok kezelése a magánháztartásokban az Európai Unióban
Ez a szimbólum, amely a termeken vagy annak csomagolásán van feltüntetve, azt jelzi, hogy a termék nem kezelhető együtt az egyéb háztartási hulladékkal. Az Ön feladata, hogy a készülék hulladékanyagait eljuttassa olyan kijelölt gyűjtőhelyre, amely az elektromos hulladékanyagok és az elektronikus berendezések újrahasznosításával foglalkozik. A hulladékanyagok elkülönített gyűjtése és újrahasznosítása hozzájárul a természeti erőforrások megőrzéséhez, egyúttal azt is biztosítja, hogy a hulladék újrahasznosítása az egészségre és a környezetre nem ártalmas módon történik. Ha tájékoztatást szeretne kapni azokról a helyekről, ahol leadhatja újrahasznosításra a hulladékanyagokat, forduljon a helyi önkormányzathoz, a háztartási hulladék begyűjtésével foglalkozó vállalathoz vagy a termék forgalmazójához.

Latviski

Lietotāju atbrīvošanās no nederīgām ierīcēm Eiropas Savienības privātajās mājsaimniecībās
Šis simbols uz ierīces vai tās iepakojuma norāda, ka šo ierīci nedrīkst izmest kopā ar pārējiem mājsaimniecības atkritumiem. Jūs esat atbildīgs par atbrīvošanos no nederīgās ierīces, to nododot norādītajā savākšanas vietā, lai tiktu veikta nederīgā elektriskā un elektroniskā aprīkojuma atkriežņā pārstrāde. Speciāla nederīgās ierīces savākšana un atkriežņā pārstrāde palīdz taupīt dabas resursus un nodrošina tādu atkriežņo pārstrādi, kas sargā cilvēku veselību un apkārtējo vidi. Lai iegūtu papildu informāciju par to, kur atkriežņai pārstrādei var nogādāt nederīgo ierīci, lūdzu, sazinieties ar vietējo pašvaldību, mājsaimniecības atkritumu savākšanas dienestu vai veikalu, kurā iegādājāties šo ierīci.

Lietuviškai

Europos Sąjungos vartotojų ir privačių namų ūkių atliekamos įrangos išmetimas
Šis simbolis ant produkto arba jo pakuotės nurodo, kad produktas negali būti išmestas kartu su kitomis namų ūkio atliekomis. Jūs privalote išmesti savo atliekamą įrangą atiduodami ją į atliekamas elektronikos ir elektros įrangos perdirbimo punktus. Jei atliekama įranga bus atskirai surenkama ir perdirbama, bus išsaugomi natūralūs ištekliai ir užtikrinama, kad įranga yra perdirbta žmogaus sveikatą ir gamtą tausojančiu būdu. Dėl informacijos apie tai, kur galite išmesti atliekamą perdirbti skirtą įrangą kreipkitės į atitinkamą vietos tarnybą, namų ūkio atliekų išvežimo tarnybą arba į parduotuvę, kurioje pirkote produktą.

Polski

Utylizacja zużytego sprzętu przez użytkowników domowych w Unii Europejskiej
Symbol ten umieszczony na produkcie lub opakowaniu oznacza, że tego produktu nie należy wyrzucać razem z innymi odpadami domowymi. Użytkownik jest odpowiedzialny za dostarczenie zużytego sprzętu do wyznaczonego punktu gromadzenia zużytych urządzeń elektrycznych i elektronicznych. Gromadzenie osobno i recykling tego typu odpadów przyczynia się do ochrony zasobów naturalnych i jest bezpieczny dla zdrowia i środowiska naturalnego. Dalsze informacje na temat sposobu utylizacji zużytych urządzeń można uzyskać u odpowiednich władz lokalnych, w przedsiębiorstwie zajmującym się usuwaniem odpadów lub w miejscu zakupu produktu.

Português

Descarte de equipamentos por usuários em residências da União Européia
Este símbolo no produto ou na embalagem indica que o produto não pode ser descartado junto com o lixo doméstico. No entanto, é sua responsabilidade levar os equipamentos a serem descartados a um ponto de coleta designado para a reciclagem de equipamentos eletro-eletrônicos. A coleta separada e a reciclagem dos equipamentos no momento do descarte ajudam na conservação dos recursos naturais e garantem que os equipamentos serão reciclados de forma a proteger a saúde das pessoas e o meio ambiente. Para obter mais informações sobre onde descartar equipamentos para reciclagem, entre em contato com o escritório local de sua cidade, o serviço de limpeza pública de seu bairro ou a loja em que adquiriu o produto.

Slovenčina

Postup používateľov v krajinách Európskej únie pri vyhadzovaní zariadenia v domácom používaní do odpadu
Tento symbol na produkte alebo na jeho obale znamená, že nesmie by vyhodený s iným komunálnym odpadom. Namiesto toho máte povinnos odovzda toto zariadenie na zbernom mieste, kde sa zabezpečuje recyklácia elektrických a elektronických zariadení. Separovaný zber a recyklácia zariadenia určeného na odpad pomôže chráni prírodné zdroje a zabezpeči taký spôsob recyklácie, ktorý bude chráni ľudské zdravie a životné prostredie. Ďalšie informácie o separovanom zbere a recyklácii získate na miestnom obecnom úrade, vo firme zabezpečujúcej zber vášho komunálneho odpadu alebo v predajni, kde ste produkt kúpili.

Slovenščina

Ravnanje z odpadno opremo v gospodinjstvih znotraj Evropske unije
Ta znak na izdelku ali embalaži izdelka pomeni, da izdelka ne smete odlagati skupaj z drugimi gospodinjskimi odpadki. Odpadno opremo ste dolžni oddati na določenem zbirnem mestu za recikliranje odpadne električne in elektronske opreme. Z ločenim zbiranjem in recikliranjem odpadne opreme ob odlaganju boste pomagali ohraniti naravne vire in zagotovili, da bo odpadna oprema reciklirana tako, da se varuje zdravje ljudi in okolje. Več informacij o mestih, kjer lahko oddate odpadno opremo za recikliranje, lahko dobite na občini, v komunalnem podjetju ali trgovini, kjer ste izdelek kupili.

Svenska

Kassering av förbrukningsmaterial, för hem- och privatanvändare i EU
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OpenSSL

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SHA2

FIPS 180-2 SHA-224/256/384/512 implementation
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